



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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[DWP Website](#)

Our Ref: FOI2021/105662
IR2022/12720

24 February 2022

Dear Martin Wood,

Thank you for your Freedom of Information (Fol) review request received on 9th February.
You wrote:

“Please pass this on to the person who conducts Freedom of Information reviews.

I am writing to request an internal review of Department for Work and Pensions's
handling of my FOI request 'Reporting complaints against DWP Staff'.

I have not received a response to my FOI request of 21 December 2021.”

In your Freedom of Information request received on 27 December you wrote

“Please provide details of all fields that are logged and entered into eCase for a
complaint made against DWP staff by a member of the public.”

DWP Response

In response to your internal review request, we can confirm that the handling of your original
request and response has now been appropriately reviewed by someone unconnected with
the handling of your original request.

I acknowledge that in this instance, the Department failed to respond within the 20 working
days and we apologise for the delay. Furthermore, we apologise for not keeping you
updated of the progress of your request.

In reviewing your request the reviewing officer upholds your complaint as the Department
failed to respond to your request within 20 days.

In your request of 27 December, you asked us to provide details of all fields that are logged
and entered into eCase for a complaint made against DWP staff by a member of the public.

I can confirm that the Department does hold information related to your request.

Within eCase, we record information against the following fields:

- Case type
- Name of customer
- Email address
- Date of correspondence
- Description of complaint
- Product line
- Key term(s)
- Team allocated to
- Date received by Gateway
- Correspondent contact details
- Correspondence origin (e.g. customer, MP, 3rd party)

eCase also allows staff to record whether the case is urgent, or from a vulnerable customer, where this applies.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

Your right to complain under the Freedom of Information Act

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Web: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745