



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
Caxton House  
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London  
SW1H 9NA

M Downing  
request-980196-597b6497@whatdotheyknow.com

[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2023/41299

16 June 2023

Dear M Downing,

Thank you for your Freedom of Information (Fol) request received on 27 May. You wrote:

“Thank you for your reply.

Could I please restrict the request to complaints made in February 2023?

[I am requesting the following recorded information about metrics measuring DWP responses to complaints made to Universal Credit:

1. Proportion of complaints for which a final response is made.
2. Proportion of complaints which are acknowledged.
3. Proportion of complaints which are responded to within 15 working days.
4. Average time taken to make a response to complaints for which a final response is made.]”

## **DWP Response**

We can confirm that we hold some information falling within the description specified in your request. However, we have estimated that the cost of meeting your request would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. This represents the estimated cost of one person spending at least 3½ working days (equivalent to 24 staff-hours) in determining whether the Department holds the information, and locating, retrieving and extracting it.

Under Section 12(1) of the FoI Act the Department is not therefore obliged to comply with your request and we will not be processing it further.

It may be helpful to know in relation to acknowledgements, the DWP complaints recording system allows colleagues to capture when an acknowledgement has been issued to a customer complaint. However, there is no specific requirement to populate this field on every case. Therefore, we would need to look at each individual case to determine if an acknowledgement had been sent.

This also applies to average timescales. Our aim is to contact a customer within 15 working days to tell them of the outcome of their complaint or when they can expect a response if it

will take longer. We do not calculate average timescales or how long it takes the Department to respond.

Under Section 16 of the FoI Act we should help you narrow your request so that it may fall beneath the cost limit.

We feel that if you narrow your request to closed complaints in February 2023, for questions 1 and 3 only, we will be able to provide a response.

We will consider afresh any revised request however we cannot guarantee that any revised request will fall within the cost limit as each FoI request is judged on its own merits.

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

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### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113