



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
Caxton House  
6-12 Tothill Street  
London  
SW1H 9NA

M Downing  
request-980197-4d5fb45f@whatdotheyknow.com

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

[DWP Website](#)

Our Ref: FOI2023/36842

23 May 2023

Dear M Downing,

Thank you for your Freedom of Information (FoI) request received on 13 May. You wrote:

“I am requesting the following recorded information about metrics measuring DWP responses to complaints made to the national DWP Complaints service:

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 are unable to deal with your FoI request without clarification of the information you seek.

To help us do so, we would like to know which time period your request relates to.

Under Section 16 of the FoI Act we should assist you in helping you focus your request.

As your request is unrestricted by time or geography, we are concerned that the cost of answering this request would exceed the cost limit allowed in law.

You may consider limiting your request to one month.

We will consider any revised request however we cannot guarantee that any revised request will fall within the cost limit.

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 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 Fol Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any review request should be submitted within two months of the date of this letter.

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.