



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: FOI2023/49023

XX June 2023

Dear M Downing,

Thank you for your Freedom of Information (FoI) request received on 23 June. You wrote:

“Thank you for your reply.

Could I please restrict the request to questions 1 & 3 only for complaints made in February 2023?”

DWP Response

On 27 May 2023 we received an FoI request from you (FOI2023/41299) stating you wanted to restrict your request to complaints made in February 2023 (Universal Credit) for the following:

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.]”

On 30 May 2023 we wrote to you advising we did not hold all the information and asked you to narrow your request, which you have now done, to questions 1 and 3 only.

We confirm that we do hold the information you have requested.

The Department gives a final response to all complaints but as each complaint is handled independently, this may not be within the same month it was received. 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. This metric is used to measure departmental performance.

The Department’s overall performance for February 2023 for Universal Credit complaints resolved or customer contacted within 15 working days is 99%.

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 or by writing to: DWP Central Fol 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