

To: Amanda Windsor
request-424684-51b4892b@whatdotheyknow.com

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: FOI3352

4 September 2017

Dear Ms Windsor,

Thank you for your Freedom of Information request which we received on 10 August 2017.

You asked:

"I would like the address above as I would like to send a complaint about my experience in a recent call re my sons lengthy assessment for ESA."

In response:

Under section 21 of the Freedom of Information Act (FOIA), we are not required to provide information which is already reasonably accessible to you, as it is already in the public domain.

However, to be helpful you can find further information relating to complaints via the following link:

<https://www.chdauk.co.uk/contact-us>

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

Yours sincerely

DWP Central Fol Team

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.gsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, London, SW1H 9NA. Any review request should be submitted within two months of the date of this letter. Please remember to quote the reference number above in any future communications.

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
www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745