

Department for Work and Pensions (DWP)
Central Freedom of Information Team

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX@xxx.xxx.gov.uk

Our reference: Fol IR430

Date: 13 September 2017

Dear Mr Gilding,

Thank you for your Freedom of Information (Fol) review request, which we received on 26 August 2017.

I am of a senior grade to the person who dealt with your request previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

You have asked us:

Our website contains full information about Employment and Support Allowance (ESA) and how to make a complaint to DWP and Jobcentre Plus. I dispute the above, it doesn't have full information or fully accessible information

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure>

For ease, I have provided you with a link above to where on Gov.uk the information is contained about the way in which you can make a complaint.

I am unsure what you mean by fully accessible. If this was due to not being able to locate the information, hopefully the link will assist you. If you mean accessible in terms of yourself or Miss Hannah Bishop, then in our last response we provided you with one of our internal e mail addresses to send any correspondence to:

xxxxxxxxxxxxxx@xxx.xxx.xxx.xx

If you mean access to the internet is the issue, then you may be able to use facilities at your local public library.

What does this have to do with anything? It's a phone line not everyone has access to and the council offices don't have a minicom despite having a phone that customers can use

We do not currently have a generic email address for complaints but, as above, I have provided you with an email address to correspond via. If you choose not to use our textphone service or general phone line when acting on behalf of Miss Bishop, we do provide an address for written complaints.

Where are these email addresses? I've been unsuccessful finding them. I've written to the snail mail address several times in the past only to have letters ignored and/or claimed to be lost.

Hopefully the link I have provided above and the additional email address, which is not published on our Gov.UK website, will assist you.

If you would like to provide dates, times and content of letters you have sent in the past, which you claim have been ignored/ lost, then I would be more than happy to back track and look to resolve these issues.

Overall, I am content that your original request was dealt with in accordance with DWP guidelines for FoI requests. Our original response provided you with an email address which, although not made widely available to members of the public, you could use to contact us about issues relating to ESA.

It may also be helpful to provide you with this further information. If you are an ESA claimant, or a claimant's authorised representative, you can request reasonable adjustments in order to access our services. For example, people who are deaf or who have impaired hearing can ask us to consider facilitating email correspondence direct with their local ESA Service Centre. However, we do need to explain the potential security risks involved and obtain the informed consent of the claimant before we can put this adjustment in place.

We also offer the use of induction loops, as well as textphones. Additionally, for face to face interviews, we can consider facilitating meetings using British Sign Language interpreters, and the use of private interview rooms.

Lastly, I am sorry to read that you have been unsuccessful in finding the email address for contacting DWP Ministers. To assist you further, I include the email address here:

xxxxxxxxx@xxx.xxx.xxx.xx

I hope this is helpful, but if you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely

DWP Central FoI 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 FoI Team, Caxton House, Tothill Street, 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

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