



Department
for Work &
Pensions

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

J Roberts
request-708449-e64f60e5@whatdotheyknow.com

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

[DWP Website](#)

Our Ref: FOI2020/73384

22 December 2020

Dear J Roberts,

Thank you for your Freedom of Information (FoI) request received on 24th November. You wrote:

- “1. For the year 2019/20, please provide the number of complaints about JSA the PHSO contacted you about.
2. For the year 2019/20, please provide the number of complaints about JSA the PHSO investigated.
3. For the year 2019/20, please provide the outcome of all concluded PHSO investigations falling within the scope of Request 2 e.g. upheld, partly upheld or not upheld.”

DWP Response

DWP does not keep statistics about routine contact from PHSO.

We do hold information about PHSO complaints.

In the reporting year 2019/20, our records show PHSO did not investigate any complaints about Jobseekers Allowance (JSA).

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@dp.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 Contact Information](#) or telephone 0303 123 1113 or 01625 545745