

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

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX@xxx.xxx.gov.uk

**Our reference: 3501**

**Date:** 20/08/2014

Dear D McManus,

Thank you for your Freedom of Information (Fol) request received on 06/08/2014 in which you asked:

*Can you please provide information, for the last 2 years for which information is available (broken down by year and scheme), on how many complaints have been made about referrals to DWP schemes which include a work placement element, including but not limited to CWP and MWA?*

*Of these, please detail how many were upheld, and how many resulted in the complainant receiving financial compensation.*

*For each year, please also indicate the lowest and highest compensation payments made.*

The Department has investigated whether it can provide a response to your request in consideration of the reduced time period that you have specified.

DWP takes complaints from customers very seriously and is committed to learning from customer feedback to improve services.

Our complaint data capture tool requires Complaint Resolution Managers (CRMs) to record complaints under pre-defined categories which allow for the extraction on management information. The level of detail that you have requested does not fall within the main categories but may be captured in the notes on each complaint.

In order to extract such information, we would need to enter each individual complaint case to scrutinise the notes. This exercise would be very time consuming and we estimate that the maximum number of complaints that we could scrutinise within appropriate Freedom of Information cost limits would be one thousand. Last year alone, DWP dealt with around seventy thousand complaints so any information that we could provide would fall a long way short of the sample that you have requested.

Because there is no mandatory requirement for CRMs to capture the level of detail that you have requested, such detail may or may not, in individual cases, be captured for each complaint. Therefore, any information that we

were able to extract would not necessarily be complete or provide an accurate representation of the full picture.

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

Yours sincerely,

DWP Central FoI Team

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**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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745