



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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SW1H 9NA

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

[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2021/20775

13 April 2021

Dear Eva Sheffield,

Thank you for your Freedom of Information (Fol) request received on 10 March. You wrote:

“Can you please provide an email address for complaints about CMS. The online messaging system doesn't work, it crashes and you can't see send messages or upload documents it is also impossible to speak to anyone via phone. Previous complaints on the online messaging system have been ignored.
Please also provide the details of CMS complaint policy and internal guidance regarding complaints handling.”

DWP Response

We do not have an email address for that we can provide for complaints. For security reasons, the department currently only offers email as a means of contact where a reasonable adjustment is required in relation to a disability or health related problem. Complaints are managed for the department by Customer Experience Directorate and the DWP policy for complaints advises you can contact by phone, in person or in writing.

https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure?_sm_au=iVVSJSZRtQwq1jqQW2MN0K7K1WVjq#how-to-complain-about-service-from-the-department-for-work-and-pensions-dwp

We do have some information to do with your FOI request for policy and guidance. However, Section 21 of the FOIA provides an exemption to the requirement on public bodies to provide information, if that information is readily accessible within the public domain.

Information regarding complaints policy/procedures is below:

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

<https://www.gov.uk/guidance/contact-the-department-for-work-and-pensions-about-its-policies>

<https://www.gov.uk/manage-child-maintenance-case/complaints-and-appeals>

Information regarding contact is below and this advises the circumstance in which you can call:

<https://www.gov.uk/manage-child-maintenance-case/contact>

The preferred method of contact is via the Child Maintenance Self Service portal to which you refer- My Child Maintenance Case and this is available 24/7. If you have experienced difficulty uploading documents this may be because there are certain criteria for uploading documents to the portal and this information is contained on the portal instructions

- a. Uploaded file type must be one of PDF, JPEG, JPG, GIF, PNG, TIFF, TIF. If not error message will be displayed to user - "The file you are trying to upload is not one of the permissible file types. You can only upload PDF, JPEG, JPG, GIF, PNG, TIFF or TIF file formats"
- b. If attachment too large i.e. > 5Mb, error message will be displayed to user - "The file size has exceeded 5mb"
- c. Two files with same name cannot be uploaded, if uploaded error message will be displayed to user - "The file you are trying to upload is duplicate. Please upload a different file"
- d. File names may only contain letters and numbers and be less than 100 characters, if not error message will be displayed to user - "You can only upload files with a name less than 100 characters made up of letters and numbers only - please try again"
- e. Additionally, there is an antivirus scan service that may flag the file as dangerous and portal will reject it.

You can also contact us in writing and clearly annotate your letter as '**complaint**' at:

Child Maintenance Service 22
Mail Handling Site A
Wolverhampton
WV98 2BU

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@dw.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.

