

Eva Sheffield  
request-735326-68665cb4@whatdotheyknow.com

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

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

Our Ref: IR2022/25681

20 April 2022

Dear Eva Sheffield,

Thank you for your Freedom of Information (Fol) request received on 1st April. You wrote:

"I am writing to request an internal review of Child Maintenance Service's handling of my FOI request 'Complaints email'.

The response from the service is not correct. The service can receive emails but does not like to. All published communication by the service requests communication via the "preferred" communication of the "CMS web portal". The CMS web portal however is not GDPR compliant as there is no way to view messages sent to the service after they have gone and there is evidence to say that the service selectively delete and add communication to the records. Please answer this point too.

Furthermore, the email means of communication must be provided as means of reasonable adjustment"

## **DWP Response**

In response to your internal review request, we can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

As a result of this review we are satisfied that the original response was handled properly and that the outcome of your original request was correct. Your complaint is therefore not upheld and the reason for this is that as e-mail is not considered a secure method of communication there is not an e-mail address that complaints can be sent to. This is to protect customer data. In terms of reasonable adjustments we can be contacted by telephone, online via the My Child Maintenance Case (MCMC) service or in writing.

You are correct in your statement that there is no way to view messages on the MCMC after they have been sent however they are transferred and stored on to the Child Maintenance Service (CMS) computer system. CMS have no evidence to show that messages are deleted out of line with the Department's retention policy where deletion will occur 24 months following full case closure. The transfer and storage of text/transactions sent via messages from the parent through MCMC and into CMS is fully automated therefore there is no manual or human intervention.

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 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.

Web: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745