

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gov.uk

Our Ref: FOI2019/18928
28 May 2019

Dear N Dell,

Thank you for your Freedom of Information (Fol) request received on 17 May. You asked:

Please can you supply me with all policies, procedures and documents which relate to how an Access to Work claimant can make a complaint about Access to Work. These should include internal policies for handling complaints, timescales and assigned staff roles in the complaints process.

DWP Response:

I can confirm that the Department holds this information. However, the information is exempt under Section 21 of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain.

However, to be helpful you can find the information you seek at :

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

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

Yours sincerely,

DWP Central Fol 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.gov.uk or by writing to DWP, Central Fol 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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745