

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

freedom-of-information-request@dwp.gov.uk

Our reference: IR2019/20492

Date: 19 June 2019

Dear N Dell

Thank you for your Freedom of Information review request received on 1 June. You asked:

You have not supplied the requested information. I requested internal policies and procedures which are not published on that webpage that you linked me to.

There is nothing about Access to Work specific complaints on that page and only gives telephone details when I happen to know there is an email address.

I would like you to carry out an internal review into how my request was mis-handled and poorly responded to. I would like the request to be responded to properly.

DWP Response:

I am of a senior grade to the person who dealt with your request, I was not involved previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

I can advise that I find the original decision to be partly correct. Your request for review is therefore partially upheld.

I can now provide additional information originally requested and apologise that this was not sent originally.

Complaints received about Access to Work are resolved using the standard Departmental complaints resolution process. This process is detailed online at the following website:

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

The above website also details who will look into your complaint.

In Access to Work either an adviser or line manager will look to resolve a complaint as soon as possible. If a customer is not satisfied with our response they can ask that their complaint is looked into by a complaint resolution man-

ager based within the complaint resolution team. If the complaints resolution team does not resolve the matter a customer can escalate their complaint to a senior manager within the Department.

Access to Work complaint resolution team does have an email address and we do offer email as a reasonable adjustment to our customers if their needs cannot be met through our standard complaint formats. The email address is atw.complaintsresolutionteam@dpw.gov.uk .

I have attached a copy of our DWP Corporate Complaint Resolution Standards and a copy of our DWP Complaint Resolution Manager Activity Guide. Access to Work complaint resolution managers follow these when addressing complaints.

I hope this is helpful but if you have any queries about this letter please contact me 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@dpw.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