



Department
for Work &
Pensions

Human Resources FoI Team

Email:

HRPQ_FOIFOCALPOINT@DWP.GOV.UK

Mr John Howe
request-588767-
71752225@whatdotheyknow.com

Our Ref: FOI2019/25919

Date 6 August

Dear Mr John Howe,

Thank you for your Freedom of Information request (FoI) received on 10 July. You asked for:

"I would like to receive all telephony training material for DWP Contact Centre employees. This includes instructions on how to deal with chatty customers, angry customers, etc."

Our response:

I can confirm that we hold information falling within the description specified in your request. However, we estimate that the cost of complying with your request would **exceed the appropriate limit for central Government, set by regulations at £600.**

Under section 12 of the Freedom of Information Act the Department is not therefore obliged to comply with your request and we will not be processing it further.

Under section 16 of the Act we should help you narrow your request so that it may fall beneath the cost limit.

The information you have requested is very broad in scope, you should choose a more specific subject matter of interest (benefit areas for example) or provide further detail on the scope of your request.

We will consider afresh any revised request however we cannot guarantee that any revised request will fall within the cost limit. I should also point out if any revised request did fall under the cost limit, we may have to engage the exemption in s43 (commercial interests) as some of the material held is provided by DWP's contractors.

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

Yours sincerely,

Human Resources FoI 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@dpw.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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745