

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/29299

30 August 2019

Dear Mr John Howe,

Thank you for your Freedom of Information (Fol) request received on 6 August. You asked:

I would like to get all telephony instructions for DWP Contact Centre employees about how to cope with chatty customers or angry customers. Specifically for the Universal Credit and Jobseeker's Allowance benefits.

DWP Response:

In relation to 'chatty customers' I can confirm that we do not hold the recorded information to respond to your request.

We do not hold specific information in relation to Universal Credit and Jobseeker's Allowance however telephony staff should follow generic Unacceptable Customer Behaviour guidance. I attach the relevant section for telephony staff.

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@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