

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

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

Our reference: Fol IR143

Date: 26 April 2018

Dear Langton

Thank you for your Freedom of Information (FOI) review request, which we received on 6 March 2018.

I am of a senior grade to the person who dealt with your request previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

The Freedom of Information request you refer to is:

.... Mr Mark Fairbain Complaint Resolution Manager had confirmed from my letter from him date 3rd March 2017 that a government website which still had a 60 as the State Pension age for women as recently as February this year, Please could you forward me the details of the Government Website that still had a 60 as the State Pension age for women as recently as February this year?

The DWP response was:

Thank you for drawing our attention to the letter dated March 2017, this letter should have stated the information had been found to be incorrect at February 2016. This letter is in the process of being updated.

The Department for Work and Pensions has been made aware of incorrect information on a Government Gateway web page in the past and this information was corrected

The Government Gateway webpage that you have referenced was a help page that listed all the services available via the Government Gateway. The link to that page is

http://www.gateway.gov.uk/Help/Help.aspx?content=help_government_services_online.htm&languageid=0

You have now asked, in further response:

I have not received a letter from you which you have said it is in the process of being updated, as I would like it for my complaint to ICE, also your Mr Mark Fairbain Complaint Resolution Manager had mislead me as to the year that the DWP website had the incorrect details, I would like an apology as this seems to be a gross case of maladministration.

DWP Response

I am sorry that you felt the need to make this further response. I have investigated the DWP response and can confirm that we will not be sending you any additional correspondence regarding your complaint, which we consider to be closed pending Independent Case Examiner investigation.

In our response to your Freedom of Information Request we should have made it clear that we have updated the information our Complaint Resolution Managers use to draft response letters to complaints on this subject.

I am unable to comment on the rest of your response via a Freedom of Information request. It may help if I explain that the Freedom of Information Act provides the requestor with an access right to recorded information. It does not extend to requests for views, comments or replies to questions about a particular matter. There is no information held that we could provide to you on the matter.

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 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 www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745