

DWP Central Freedom of Information Team

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

Our Ref: FOI2020/01373

16 January 2020

Dear Jamie Evans,

Thank you for your Freedom of Information (Fol) request received on 14 January. You asked:

How many complaints about the csa/cms? And how many complaints regarding inaccurate arrears?

DWP Response:

We cannot deal with your request without clarification of the information you seek. To help us do so, we would like to know: what period of time you need your request to relate to.

For clarification the ICE Office keep electronic data for 26 months in accordance with their data retention policy.

Under section 16 of the Fol Act we should assist you in helping you focus your request and in that respect we can confirm that some related information already exists in the public domain.

The ICE Office produce Annual Reports which provide statistical information detailing the number of complaints received, accepted, withdrawn and cleared by the ICE Office within a financial year from 1 April to 31 March. The latest published Annual Report for the financial year 2018/2019 can be found by following this link:

<https://www.gov.uk/government/publications/dwp-complaints-annual-report-by-the-independent-case-examiner-2018-to-2019>.

Once you have reviewed this material you may want to refine your request accordingly. We will consider a revised request; however, we cannot guarantee that any revised request will fall within the cost limit for dealing with an Fol request.

If you have any queries about this letter, please contact the department 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 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