

DWP Central Freedom of Information Team

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

Our Ref: 2616

DATE: 02 July 2015

Dear Ms Sanderson,

Thank you for your Freedom of Information request received on 27 June 2015. You asked:

Can you please provide me with the more detailed DWP guidance document for staff with responsibility for considering special payments.

"Financial Redress for Injustice Resulting from Maladministration: A guide for special payment officers."

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/422425/financial-redress-maladministration-apr-15.pdf

Please find attached a copy of the guidance currently in use by DWP Special Payment Officers, which is now entitled, 'Financial Redress for Maladministration: A Guide for Special Payment Officers'. The version you requested was replaced in 2012.

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

Yours sincerely,

DWP Strategy 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.gsi.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 www.ico.gov.uk