



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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[DWP Website](#)

Our Ref: FOI2022/92822

23 November 2022

Dear Carl,

Thank you for your Freedom of Information (Fol) request received on 18 November. You wrote:

“The Jobcentre have on file two means of contact for myself, my postal address and my email address, is there any policy requirements or Law that stipulates that as a claimant of JSA I must also provide a contact telephone number?”

DWP Response

On this occasion we will not be processing your request further. This is because your request does not comply with Section 8(1)(b) of the Fol Act as you have not provided a name.

To enable us to provide a response, please provide your real name.

The Information Commissioner’s Office (ICO) has issued guidance for public authorities on this topic. The ICO considers that "the name of the applicant refers to the real name of the applicant". The following link provides [ICO Guidance on valid FOI requests](#).

If you would like to submit your request again using a name that satisfies the above requirement we will be pleased to consider it.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions