

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

freedom-of-information-request@dwpgsi.gov.uk

Our reference: VTR4079

Date: 8 October 2015

Dear Mr Roberts,

Thank you for your Freedom of Information request received on 24 September 2015. You asked :

“Please provide any and all DWP guidance, policy or procedure in any and all forms relating to actions to be taken by Jobcentre Plus when a claimant asks for acknowledgement of hand delivered documents by way of an office stamp or any other form of acknowledgement”.

It may be helpful if I start by clarifying the remit of the Freedom of Information Act. The Act gives any person legal right of access to any and all recorded information which is held by a public authority. The Act does not require the Department to provide opinions or explanations, generate answers to questions, or create or obtain information it does not hold. Once the public authority has provided the recorded information, it has met its obligations under the Act; interpretation of the information provided is left to the requestor.

The recorded information relating to Jobcentre Plus policy guidelines on issuing of receipts is as follows:

Jobcentre Plus will issue a receipt when receiving any sum (cash, cheques or postal orders) or valuable of any description from a customer.

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@dwpgsi.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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745