

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

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxx.xxx.gov.uk

Our reference: FOI IR 561 & FOI IR 562

Date: 20 November 2017

Dear Mr Cotton

Thank you for your Freedom of Information request received on 6 November 2017.

I am of a senior grade to the person who dealt with your request, I was not involved previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

You asked us to review our response to you in relation to your request for the following information:-

I request to see all communications internal and external, DWP and Letchworth Job Centre relating to my letters of complaint handed to Letchworth Job Centre on the 19th and 20th June, and what action has been taken because of my complaints

In your request for a review you have stated that:-

I have received a letter saying there is no record on my letters of complaint.

My letters have been lost by a manager at Letchworth JCP, I wish to submit a complaint of Serious Misconduct.

DWP Response

I am content that your original request was dealt with in accordance with DWP guidelines for FOL requests.

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. You have not asked for any recorded information, so we will not be processing your request further.

If you want a response to your correspondence outside of the Freedom of Information regime you will find information at the website link below.

<https://www.gov.uk/complain-jobcentre-plus>

Alternatively you may email

XXXXXXXXXXXXXXX@XXX.XXX.XXX.XX

If you have any queries about this letter please contact us 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