

DWP Central Freedom of Information Team

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

Our Ref: FOI2020/06554

6 March 2020

Dear JUSTIN DAVISON,

Thank you for your Freedom of Information (Fol) request received on 12 February. You asked:

According to the DWP I have the status of 'CUSTOMER': Can you to me explain how the DWP legally define & interpret this word?

WHAT am I a CUSTOMER of? WHAT am I 'buying'?

According to the OED a (NOUN) 'CUSTOMER is a person who buys goods & services from a shop or business'.

(ADJECTIVE) 'A person of a specified kind with whom one has to deal with'

WHAT is the view of the DWP of the claimant if the word customer dominates & defines their interactions with us?

What are the obligations of DWP 'Customers' in relation to the WCA?

HOW ARE CUSTOMERS obligated to 'purchase' an unsolicited service such as the WCA?

DWP Response:

As this request appears to be a duplicate of an earlier request from you, (FOI2020/06495) we are, under Section 14(2) of the Freedom of Information Act under no obligation to answer identical or substantially similar requests made by the same person.

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@dwpa.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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745