

DWP Central Freedom of Information Team

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

Our Ref: FOI2020/18769

15 June 2020

Dear Mark Abraham,

Thank you for your Freedom of Information (Fol) request received on 16 April. You asked:

I'm enquiring as to how the DWP log complaints if there is more than one complaint being made. Is it by the communication made stating the issue(s) or by the failed attempted resolution by the DWP of the issue in response to the complaint(s)? And is there a way of identifying how many complaint(s) have multiple points that need addressing?

DWP Response:

I confirm that we hold information relating to your request.

The Department records every complaint received by a customer. If a single complaint contains multiple issues, these will be included in one record. On receipt of a complaint, the Department contacts the customer to clarify and discuss the issues raised.

To identify how many complaints have multiple points, we would need to investigate each complaint on a case by case basis.

However, we estimate that the cost of complying with such a request would exceed the appropriate limit for central Government, set by regulations at £600. This represents the estimated cost of one person spending 3½ working days in determining whether the Department holds the information, and locating, retrieving and extracting it.

As such, under section 12 of the Freedom of Information Act, the Department would not be obliged to comply with such a request.

We have considered, as required by Section 16 of the FOI Act, how we might help you to bring your request within the cost limit. However, our complaints recording systems are not able to identify multiple issues that need addressing at present, so we are unable to help you do this.

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@dw.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