



## Independent Case Examiner

FAO Mr Jones  
By email -  
[request-312554-c0001827@whatdotheyknow.com](mailto:request-312554-c0001827@whatdotheyknow.com)

28 January 2016  
FOI Ref - 313

Dear Mr Jones

Thank you for your Freedom of Information request received on 26 January 2016.

*You said:*

*Dear Independent Case Examiner,*

*Where the DWP have failed in its duty to issue a mandatory reconsideration notice and a statement of reasons ,does this mean that the complaints process cannot be progressed to yourselves?*

*If so this mean that the complaints system is not fit for purpose?*

*What should an individual do if this has happened?*

You can expect a reply by 23 February 2016 unless we need to come back to you to clarify your request or the balance of the public interest test needs to be considered.

If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely,

FoI Team

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### 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@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk) or by writing to DWP, Central FoI 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.gov.uk](http://www.ico.gov.uk)