

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

freedom-of-information-request@dwp.gsi.gov.uk

**Our reference:** Fol 2555

**Date:** 2 August 2016

Dear Mr Zola

Thank you for your Freedom of Information request received on 11 July 2016.  
You asked:

*Dear Department for Work and Pensions,*

*Please disclose a copy of the following Jobcentre operational instructions/guidance*

- 1. Universal Credit (UC) Claimant Commitment (CC)*
- 2. Job Seeker's Allowance (JSA) Claimant Commitment*

*As well as details of how a Claimant can get a formal review of their JSA CC or UC CC, as they consider some of it's requirements are currently unreasonable, or they think a new (JSA CC or UC CC) or proposals to vary an existing one (JSA CC or UC CC) by a Jobcentre Adviser/Coach are unreasonable and or do not reflect a claimant's actual circumstances.*

I have attached the relevant instructions.

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

Yours sincerely,

DWP Central Fol 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 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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745