

DWP Central Freedom of Information Team

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

Our Ref: FOI2020/36126

23 July 2020

Dear Mark Abraham,

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

Please can you supply all available information explaining the decision to change the complaints procedure from the 9th July this year?

What data was used to support this decision, and could that be made available?

DWP Response:

I can confirm that we hold information falling within the description specified in your request. However, we have estimated the cost of meeting your request would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. This represents the estimated cost of one person spending 3.5 working days (equivalent to 24 staff hours) in determining whether the Department holds the information, locating, retrieving and extracting it.

The review of the DWP Complaints Service started in January 20 and there is a large volume of information available from a variety of sources which would take some time to identify and review and could not be done within the cost limit.

Under section 16 of the Act we should help you narrow your request so that it may fall beneath the cost limit and the following documentation is readily available within that limit should you wish to see it.

- Ministerial Submission of 8 April 20 – Managing DWP operational complaints & correspondence through Covid 19.
- Ministerial approval of submission.
- Updates to Ministers on 11 May 20 & 1 July 20
- Change Portfolio Management Office (CPMO) submission & decision of 12 May 20
- Equality Impact Assessment (EIA) of 6 May 2020 to support CPMO change application

If you would like these documents 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@dwp.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