

DWP Central Freedom of Information Team

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

Our Ref: FOI2020/21047

30 April 2020

Dear Elizabeth Rice,

Thank you for your Freedom of Information (Fol) request received on 29 April. You asked:

2011 was far too late for me to make alternative arrangements for a private pension,I also received NO communication letter regarding pension changes ,and yet you will still make me wait 6 yrs to collect my state pension so grossly unfair

DWP Response:

The Freedom of Information Act provides the requestor with an access right to recorded information. It does not extend to requests for views, comments or questions about a particular matter. Your request can be in the form of a question, but the public authority does not have to answer if this would mean creating new information or giving an opinion or judgement that is not already recorded.

You have made a statement which does not contain a request for information and therefore we will not be processing this any further.

There is insufficient information in your email to allow us to identify you and provide a bespoke response from The Pension Service's complaints resolution team. However, if you would like to contact us to discuss this matter further the attached link advise you how to do this.

<https://www.gov.uk/contact-pension-service>

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@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