



## Independent Case Examiner

Mr Harris  
[request-381581-1f2fcddd@whatdotheyknow.com](mailto:request-381581-1f2fcddd@whatdotheyknow.com)

17 January 2017

Fol 184

Dear Mr Harris

Thank you for your Freedom of Information request received on 12 January 2017. You asked for:-

*"The DWP Work programme provider guidance on participant complaints refers to the possibility of a provider being required to contribute £5000 costs for each complaint you uphold. Please tell me for each provider:*

- The number of complaints escalated to ICE*
- The number of complaints upheld, partly upheld or not upheld*

*The amount of costs they had to contribute".*

You can expect a reply by 9 February 2017 unless I 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 me quoting the reference number above.

Yours sincerely,

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.gov.uk](http://www.ico.gov.uk)