



Website: [www.dwp.gov.uk](http://www.dwp.gov.uk)

**Your Reference: FOI 272**

Simon Lonsdale  
[request-383577-  
1fb3574c@whatdotheyknow.com](mailto:request-383577-1fb3574c@whatdotheyknow.com)

Date: 2 February 2017

Dear Mr Lonsdale

Thank you for your FOI request of 22 January. You asked:

*"I continue to receive threatening letters from Capita, on behalf of the Vale of White Horse District Council asking for £1600.00 which has already been paid.*

*I want to know how many such letters have been sent and how many people have paid, when they owed nothing.*

*I also wish to know how much of this has been paid back and why such an accounting error was allowed to happen.*

*There is also the question of the stress and financial burden caused.*

*What are the guidelines for seeking compensation?"*

As your enquiry relates to recoveries requested by Capita on behalf of the Vale of White Horse District Council in which this Department has not been involved, we do not hold the information requested. You will therefore need to send your request to the Council; further information about how to do this can be found at <http://www.whitehorsedc.gov.uk/about-us/contact-us/requesting-information/freedom-information>

Yours sincerely

DWP FOI Central Information 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.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)