



Department  
for Work &  
Pensions

DWP HR Central Freedom of Information Team

e-mail: [HR@DWP.GSI.GOV.UK](mailto:HR@DWP.GSI.GOV.UK)

Fol ref No: VTR2010

Date: 31 May 2016

Dear T Dawson,

Thank you for your Freedom of Information request received on 26 May 2016. You asked:-

*I am requesting the following documents and information:*

- 1. The most current and up to date Unacceptable Customer Behaviour Procedures and any guidance associated with them.*
- 2. Information on, or a link to information about, the legal framework that underpins Unacceptable Customer Behaviour warning letters and how they are to be worded in order to comply with the law. A series of templates and full guidance notes will be sufficient, indicating the wording that UCB letters must contain in order to remain lawful.*
- 3. Information on, or a link to information about, the statute or Act upon which UCB warning letters are based.*
- 4. Information on, or a link to information about, which employees working for the DWP have the authority to print out and send a UCB warning letter.*

*I would also like the following information:*

- 5. Confirmation that all letters sent out by the DWP to a benefit claimant are standardised and must contain the claimant's full NINO on them, as a reference.*

You can expect a reply by 24 June 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,

DWP HR Central Freedom of Information 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 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)