

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwpgov.uk

Our Ref: FOI2019/43317

30 December 2019

Dear Michael Carroll-Owen,

Thank you for your Freedom of Information (Fol) request received on 5 December. You asked:

What is the procedure for Staff when dealing with Unacceptable Customer Behaviour & does an investigation take place to determine if the staff UCB complaint is justified to be put on a "Customers" file held by the DWP?

DWP Response:

I can confirm that we hold the information that you have requested.

The member of staff completes a UCB incident form at any point that they feel upset, threatened, frightened or physically at risk, and is directed at them because of their work for DWP. The form is then checked and signed off by the line manager who also has the ability to comment on the incident, including advising that the form should be withdrawn. The final check is carried out by the Nominated Manager for UCB, who reads the incident form and makes a final decision whether the incident is sufficient for the customer to have warning letters sent, or whether the incident should be disregarded.

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@dwpgov.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