

Department for Work and Pensions (DWP)
Central Freedom of Information Team

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: VTR 457

Date: 22 February 2018

Dear Susan Owen,

Thank you for your Freedom of Information request received on 9 February 2018. You asked:

“Why have so few complaints relating to changes in state pension age for women born in 1950's been reviewed. I would like a response to my above summary regarding changes to State Pension age for women born in the 1950's. In 2016/17 out of 246 complaints received of which 198 were accepted for examination 0 were reviewed. In 2017/18 (April 2017) to January 3018 despite, 1,577 out of 2,112 complaints being accepted for examination only 24 were reviewed.”

DWP Response:

The Freedom of Information Act gives any person the legal right of access to any and all recorded information which is held by a public authority. The Act does not require the Department to provide opinions or explanations, generate answers to questions, or create or obtain information it does not hold. In cases where a person asks a question, rather than requests recorded information, we do our utmost to provide the recorded information that best answers the question. Once the public authority has provided the recorded information, it has met its obligations under the Act; interpretation of the information provided is left to the requestor.

As of 22 February 2018, the Independent Case Examiner's (ICE) Office had accepted 1,882 complaints for investigation, concerning changes to state pension age from women born in the 1950's.

The ICE Office bring complaints into investigation based on the date the complaint was accepted for examination and aim to complete investigations within 20 weeks of the complaint being allocated to an Investigation Case Manager. As of 22 February 2018, the ICE Office had completed 45 investigations into complaints concerning changes to state pension age from women born in the 1950's.

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@dwpgsi.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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745