

DWP Central Freedom of Information Team

e-mail: freedom-of-information-xxxxxxx@xxx.xxx.xxx.xx

Our Ref: Fol 3360

21 September 2012

Dear Frank Zola

Thank you for your Freedom of Information request which we received on 04 September 2012.
In that request, you asked:

Please send email copies of the complaints procedures, forms and leaflets given out to participants, possibly at induction sessions, of your Work Programme by your Providers:

*A4E AVANTA Best CDG EOS G4S Ingeus In Training JHP Maximus NCG Pertemps
Prospects Reed Rehab Jobfit Seetec Serco Working Links*

Please see attached.

Please note:
Best are now known as Interserve.
Intraining are part of Newcastle College Group

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

Business Management Team
Contracted Customer Services Directorate

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 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