Complaints Procedure

If you are unhappy with the service you get from the Department for Work and Pensions (DWP) or [from an organisation that provides services on behalf of DWP](#_Complaining_about_an), you can complain. The information provided below tells you what you should do.

If you think we’ve got something wrong, please let us know as soon as possible. We will explain what you need to do if you are still unhappy after you have spoken to us.

Your complaint may be about, but not limited to:

* mistakes that have been made
* unreasonable delays
* how you’ve been treated
* not being kept informed

If your complaint is about an incident in one of our Jobcentre offices and you would like the CCTV footage as evidence, you need to ask us for it within seven days of the incident happening. Not all of our Jobcentre offices are able to keep footage for more than seven days but, if we know, we can keep the footage for longer.

[Our Customer Charter](https://www.gov.uk/government/publications/our-customer-charter)

[Our Service Standards](https://www.gov.uk/government/publications/about-the-dwp-our-service-standards-leaflet)

**Complaints and Appeals are different**

We cannot treat a complaint as an [appeal](#_Appeals_–_if) against a benefit decision.

## How to Complain

We try to make it easy for you to tell us about your complaint. You can complain to us by telephone, in person or in writing by contacting the office you have been dealing with – their details will be at the top of any letters you have received from them.

We’ll deal with your complaint as quickly as possible and put right anything we have got wrong.

When you contact us, please provide:

* your National Insurance number (unless you are an employer)
* your full name, address and contact numbers
* details of what happened, when this happened and how this has affected you
* what you want to happen to put things right

Contact [Citizens Advice](http://www.citizensadvice.org.uk/index/getadvice.htm) (if you are living in the UK) f you need help making your complaint. [DQ – anyone else other than CAB?]

## If you are not sure who to contact

If you don’t have the details of the office you have been dealing with, you can call us using the details below. Our offices are open 8am to 6pm Monday to Friday.

### Local Jobcentre Plus office Telephone: 0345 604 3719 Textphone: 0345 608 8551 Welsh language: 0345 604 4248

### Benefits Services:

Jobseeker’s Allowance, Telephone: 0345 608 8545  
Income Support, Textphone: 0345 608 8551  
Incapacity Benefit or Welsh Language 0345 600 3018   
Employment and Support Allowance

Maternity Allowance Telephone: 0345 608 8610

Textphone: 0345 608 8553

Welsh Language: 0345 608 8674

Bereavement Telephone: 0345 608 8601

Textphone: 0345 608 8551

Welsh Language: 0345 608 8772

Social Fund Telephone: 0345 603 6967

Textphone: 0345 608 8553

Welsh Language: 0345 608 8756

**Disability Living Allowance** Telephone: 0345 712 3456

Textphone: 0345 722 4433

**Personal Independence Payment** Telephone: 0345 850 3322

Textphone: 0345 601 6677

### **Universal Credit services:** Telephone: 0345 600 0723 Textphone: 0345 600 0743

Welsh language: 0345 600 3018

### **Pensions Services:** Telephone: 0345 606 0265

Textphone: 0345 722 4433

Contact the [International Pension Centre](https://www.gov.uk/state-pension-if-you-retire-abroad) if you’re abroad.

**Carer’s Allowance** Telephone: 0345 608 4321   
Textphone: 0345 604 5312

**Attendance Allowance** Telephone: 0345 605 6055

Textphone: 0345 604 5312

**Vaccine Damage Payments Unit Telephone:** 01772 899 944

### **Debt Management services:** Telephone: 0345 850 0293

### Child Maintenance service or [Contact us](https://www.gov.uk/child-maintenance/contact)

### Child Support Agency

[Find out about call charges](https://www.gov.uk/call-charges)

## Referring your complaint to a Complaint Resolution Manager

The office or person you have been speaking to will try to resolve the matter but if they cannot deal with it, or if you are not happy with the response, your complaint will go to a Complaint Resolution Manager to review.

They will contact you, usually by phone, to talk about your complaint and agree how they will investigate it. They will provide a response within 15 working days and will contact you again when they have finished their investigation to let you know the outcome.

### If the Complaint Resolution Manager’s response doesn’t resolve your complaint

You’ll be asked if you want us to send your complaint to the Director General of Operations for DWP or the District Manager for the Debt Management service.

If this happens, the Director General or District Manager who will ask for an independent internal review of your complaint and provide a full and final response within 15 working days.

If you have been through all of our complaints stages and are still unhappy

You can ask the [Independent Case Examiner](http://www.ind-case-exam.org.uk/) to look at your complaint. You must contact them within six months of getting our final reply, sending them a copy of it.

The Independent Case Examiner cannot look at matters of law (for example, they will not look at benefit or maintenance decisions because you can appeal against these) or government policy.

If they accept your complaint, they will look at what happened and what we did about it. If they think we should have done more, they will ask us to put matters right. T hey will act as an impartial referee and you will not be charged for their service.

If you’re unhappy with the response from the Independent Case Examiner, you can [ask your MP](http://findyourmp.parliament.uk/) to send your complaint to the [Parliamentary and Health Service Ombudsman.](http://www.ombudsman.org.uk/)

## If a mistake has been made

If a mistake has been made, we will apologise and make any correction as soon as possible. If you’ve experienced unfair treatment or suffered financially, we may consider a special payment.

## Complaining about an Organisation that provides a service for DWP

Other organisations sometimes provide services for us, for example Work Programme providers. If you want to complain about the service you have received from an organisation like this, you should complain to them first and give them a chance to put it right. If they don’t resolve the matter and you want to take it further, they must tell you how. Please contact your local office if they do not inform you of how to take your complaint further. If you remain unhappy with their final response to your complaint, you can ask the [Independent Case Examiner](http://www.ind-case-exam.org.uk/) (ICE) to investigate.

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## Appeals – if you think our benefit or child maintenance decision is wrong

If you think our decision is wrong, you can ask us to explain it. If you still think it is wrong after we have explained, we will look at it again.

For some decisions, you may also be able to appeal to [HM Courts & Tribunals Service](http://www.justice.gov.uk/about/hmcts) who can change the decision if it agrees that it is wrong.

There are time limits for asking us to look at decisions again and for appealing and the [appeals guide](https://www.gov.uk/appeal-benefit) provides more information.