

Personal Independence Payment
Mail Handling Unit 2
Wolverhampton
WV99 1AG

05th April 2019

Dear Miss [REDACTED]

Personal Independence Payment Appeal

Thank you for your letter dated 15th March 2019. First of all I would like to offer my sincere apologies for the distress this has understandably caused you.

I want to assure you that the department takes these matters extremely seriously. We expect the highest level of professionalism from all colleagues and are thoroughly investigating the circumstances brought to our attention. Whilst I cannot go into the details, I want to assure you that appropriate action will be taken once that investigation is concluded.

In light of the concerns you have raised in your letter around the decision we made, we have fully reviewed your case and the actions taken at both Mandatory Reconsideration and Appeal. We have examined the additional information you have supplied throughout your claim and in your letter. Taking into consideration the evidence available in your ESA claim we have concluded that you are entitled to Mobility at the standard rate in addition to standard rate for Daily Living.

As your case is currently awaiting a tribunal date before we can change the award we need to speak to you. If you can contact [REDACTED] she will be able to take you through the options.

Once again I would like to apologise for any distress this has caused you.