Department
for Work &
Wales PIP Service Centre
Personal Independence
Payment 2
Mail Handling Site A
Wolverhampton
WV98 1AB

www.gov.uk

Telephone: 0800 121 4433
Textphone: 0800 121 4493

10 April 2019

Re: Personal Independence Payment Claim

Dear

Thank you for contacting the Department regarding your claim for Personal Independence Payment (PIP).

I am writing to you in response to your letter of 15 March 2019 regarding your appeal submission. Please allow me firstly to apologise unreservedly on behalf of the Department for the distress that has been caused by the appeal submission.

I can assure you that we take all complaints about our staff very seriously and investigate them fully so that appropriate action can be taken. I therefore referred your case for a senior member of staff to investigate and provide information to respond to you directly. However, I am unable to disclose any information about the details of an investigation, or any subsequent action we take in respect of individual members of staff. This is restricted information that must be kept private between the individual concerned and managers.

Due to the severity of the incident senior colleagues from our appeals unit are still working on your case and will correspond separately regarding the processing of your claim.

I fully uphold your complaint and am very sorry that the level of service you received fell short of the standards that you have a right to expect. In the Department we expect all our staff to conduct themselves in a professional manner and provide accurate information and advice. We take customer service very seriously and are constantly striving to improve our standards. Thank you for bringing this matter to my attention and I hope you will accept my assurance that action has been taken.

The Department operates a Special Payment scheme from which customers may receive an award. We are able to make a consolatory payment in very exceptional circumstances where the Department leads to a customer suffering gross embarrassment, humiliation, unnecessary personal intrusion and result in severe distress. In view of this I have referred your case to the National Special Payments team to decide on if an award of a Special Payment is appropriate and the amount. The National Special Payment Team will write to you directly with their decision.

I hope that this information has helped to clarify the position and provided some resolution for you. If you would like to discuss our response, please telephone us on the number at the top this letter.

If you remain dissatisfied with the way your complaint has been handled you can write to Director General, Operations at DWP Complaints, Post Handling Site B, Wolverhampton, W 2GY or email Correspondence@DWP.GSI.GOV.UK within six months of the date at the top this letter. They will then arrange a response from an appropriate officer within the Departm

Yours sincerely

Complaints Resolution Manager