

Date: 11/4/19

SP Ref No: 15788E

Payments
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About this Special Payment request

This is to let you know the outcome of a request for a special payment that the Wales Service Centre has asked me to consider. On behalf of the Department I would like to apologise for the mistake, which led to this request.

Consolatory payments are made in very exceptional circumstances where an official error has had a direct adverse effect on the life of the customer and/or on the life of another person. A consolatory payment for gross inconvenience resulting from official error will only be made if the errors made are so severe or are over such a protracted period of time that it causes the customer clear difficulties in the pursuit of benefits or pursuing a justified complaint.

The special payments which we can award are very limited. Consolatory payments are not intended to put a value on the distress and inconvenience someone may have suffered. Instead they are a tangible recognition of a mistake and expression of apology.

After considering the circumstances of your case I have awarded a special consolatory payment for gross inconvenience of £250.00 in recognition of the failure of our customer service standards. In reaching this decision I have taken account of the severe distress and hurt caused to you by the unprofessional comments made in the appeal submission.

What happens next

The Department's Special Payment Scheme is discretionary and there is no process of appeal against the amount of a special payment.

If you remain dissatisfied with the way your complaint has been handled you can write to Susan Park, Director General, Operations at DWP Complaints, Post Handling Services, Wolverhampton, WV99 2GY or email Correspondence@DWP.GSI.GOV.UK within 6 months of the date at the top of this letter.