



Department
for Work &
Pensions

London and Essex
Complaints Resolution Team

Our address Acton Jobcentre
 Mail Handling Site A
 Wolverhampton
 WV98 1HH

Our phone number 020 8811 8245

Ms A Van Boost
Island Advice Centre
Island House
Roserton Street
London
E14 3PG

Our reference 27001

Website www.gov.uk

Date 12 June 2019

RECEIVED 14 JUN 2019

Dear Ms Van Boost

Thank you for your e-mail of 23 May 2019, regarding your client Ms [REDACTED]
Universal Credit claim.

I tried to call you to discuss your concerns with you, however I was unsuccessful.
Therefore I am sending written response.

Please let me give you an assurance that we take customer complaints seriously
especially when they concern actions and behaviours of DWP members of staff. We
require commitment from staff to deliver an exceptional level of service to our
customers and when this may not have been the case we undertake investigations to
understand the reasons why and act upon them as necessary. Your concerns
regarding members of staff have been investigated by an Appropriate Investigation
Officer (AIO).

The AIO has considered the information you provided and discussed your concerns
with the staff member, however on reviewing the evidence, the AIO is satisfied that
the staff member has given correct information to [REDACTED] and has followed our
processes appropriately therefore your complaint is not upheld on this occasion.

I have been provided following information by the AIO from Poplar Jobcentre. A
reconsideration request has been made and it is the Decision Maker Decision to
decide if a late request can be accepted. A new Work Capability Assessment (WCA)
referral can only be raised if [REDACTED] provides fit note and then continue to provide
fit note until a WCA assessment is undertaken. Fit note should state new or
deteriorated health condition. We have noticed a new fit note in additional evidence
and will get [REDACTED] to add into her claim at next attendance and then take it forward
from there.


Work coach change is not considered at this time because we do not believe that the Work Coach has been unreasonable towards [REDACTED]. Work Coach has only agreed 10 hours a week work search activities, considered referral to work and health programme for personalised support, suggested IT course for [REDACTED] to improve [REDACTED] IT skills, has discussed new referral for WCA and requested [REDACTED] to provide new fit note and has not made a referral to Decision Maker for a sanction despite [REDACTED] not meeting commitment requirement.

I am sorry if [REDACTED] feels that she did not receive the level of service she has the right to expect from us on this occasion, however all the process was followed and carried out correctly.

All action taken by the Work Coach has been correct, based on the information provided. We are therefore unable to consider a Special Payment as there is no record of incorrect advice being given to [REDACTED] by DWP staff or of any service failure by DWP.

If you remain dissatisfied with the way your complaint has been handled you can write to JP Marks, Director General for Work and Health at DWP Complaints, Post Handling Site B, Wolverhampton, WV99 2GY or email Correspondence@DWP.GSI.GOV.UK within six months of the date at the top of this letter. The Director General for Work and Health then arrange a response from an appropriate officer within the Department.

Yours sincerely



[REDACTED]

Complaints Resolution Manager