



Chris Loder MP
House of Commons
SW1A 0AA

Our Ref: ~~XXXXXXXXXXXX~~

23 May 2023

Thank you for your email of 1 April 2023 to our Complaints Team about your constituents AA claim. As a Complaints Resolution Manager, I have been asked to respond and I apologise for the time it has taken me to do so.

You said that the Benefits Supervisor from the Citizen's Advice Bureau who are acting on behalf of ~~XXXXXX~~ had built up an argument supporting the request that we underwrite the cost of his medical assessment based on correspondence from Her Majesties Courts and Tribunal Service (HMCTS) and using a previous case history. You asked us to investigate this matter.

As per the last response we sent to the Tribunal on 9 January 2023, we do not have the facilities to arrange and pay for medical examinations. The National Service Level Performance Manager guides that, in cases which are already at appeal, requests for an Examining Medical Practitioner report should come from HMCTS, thus in ~~the~~ this case the examination must be ordered and paid for by HMCTS.

We are unfortunately unable to comment on other cases.

If ~~XXXXXX~~ is not satisfied with the way we have dealt with his complaint, he can ask the Independent Case Examiner (ICE) to consider it further within six months of the date of this letter. The ICE can look at complaints about our service but not matters of law or government policy. This is a free and impartial service for any complaints that we are unable to resolve. If ~~XXXXXX~~ decides to approach the ICE, he will need to provide a copy of this letter.

Mr [REDACTED] can contact the ICE by email at ice@dpw.gov.uk, which is their preferred contact, by telephone on 0800 414 8529 or in writing at PO Box 209, Bootle L20 7WA.

Yours sincerely,



DWP Complaints Team

More information

If your constituent would like more information about Attendance Allowance, they can call 0800 731 0122 (textphone: 0800 731 0317)

We have many different ways we can communicate with you

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on www.gov.uk.

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

If you call landline numbers they cost no more than a standard geographic call, and usually count towards any free or inclusive minutes in your landline or mobile phone contract.

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at www.gov.uk/dwp/personal-information-charter