



## **Our response:**

1)

- **Identifying complaints**

These are captured through letter, email or telephone.

- **Complaints logging**

These are captured individually.

- **Complaints correspondence and resolution timescales**

Appendix 1 illustrates this process.

Initial complaints made by phone, email or telephone to an adviser or manager are dealt with as a priority. If the complaint is not resolved at this level by the adviser or adviser manager, the complaint is passed to a dedicated 'Complaints Resolution Manager' (CRM), who deals with the complaint as a Tier 1 complaint. CRMs have been trained to investigate and resolve complaints, and will deal with all telephone and face-to-face complaints that cannot be resolved by the front-line. The CRM will aim to resolve the complaint within 15 working days.

If the complainant still remains dissatisfied they will be advised that they can escalate their complaint to Tier 2, to the Director General of Operations for the Department for Work and Pensions or a DWP Director on his behalf.

- **Staff and/or departments with specific complaints handling responsibilities.**

DWP has complaints resolution teams established across all its operations

- **Complaints handling training.**

All Access to Work personnel attend learning sessions delivered by the Complaints Resolution Manager or their line manager. These sessions are based on the process flow chart shown at Appendix 1.

- **Complaints policies and procedures.**

A copy of our complaints procedure is enclosed at Appendix 1.

2)

- **Please can you confirm that the call centre staff are covered by the same policies, procedures, and training as asked in 1) above.**

Yes.

- **If not, please can you send me the same information as requested in 1) above, as pertains to call centre staff.**

Not applicable.

3)

- **Can you also please send me a copy of the complaints procedure, and any guidance on complaining, that you make available for AtW customers.**

The complaints procedure is shown at Appendix 1.

Advisers issue an Access to Work Customer Leaflet (ATWC1) with all decisions. This is copied at Appendix 2.

- **Can you also send me samples of any standard wording used in AtW correspondence with customers informing them how to complain if they want to?**

This is covered in the above paragraph. There is no prescriptive wording however DWP staff are provided with training to ensure they are fully equipped to deal with or direct complaints appropriately.

Appendix 5 of current Access to Work guidance refers to a Review of an Access to Work decision, and explains the process a customer can take if they wish the original decision to be reconsidered. This guidance is under review and will be updated accordingly.

I hope the above information and Appendices provide the information you are seeking. If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely

DWP Central FoI Team

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#### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to: DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745