**Complaints to DWP**

**- Tower Hamlets**

[**www.THCAN.org.uk**](http://www.THCAN.org.uk) **factsheet for advisors and clients**

It is better to email complaints rather than write (attaching a form of authority). All post mail goes a central opening unit and it is hit and miss whether they will get it, let alone in good time. Email will reach the right team the same day.

**Local operational sites**

Lorraine Osborne DWP OED CHANGE AND IMPLEMENTATION

[LORRAINE.OSBORNE@DWP.GSI.GOV.UK](mailto:LORRAINE.OSBORNE@DWP.GSI.GOV.UK)

Complaints Resolution Manager/Department for Work and Pensions/Working Age Directorate/Hackney Service Centre

17 Sylvester Road

London E8 1DZ

Telephone: 0208 511 4171

JCP HACKNEY BDC Customer Services

[HACKNEY.BDCCUSTOMERSERVICES1@DWP.GSI.GOV.UK](mailto:HACKNEY.BDCCUSTOMERSERVICES1@DWP.GSI.GOV.UK)

**Not Getting a Response? Escalating Complaint contact to first tier**

If you’re not getting the service you expect from that intervention, you can raise a formal complaint through:

[LHC.CRTTEAM1@DWP.GSI.GOV.UK](mailto:LHC.CRTTEAM1@DWP.GSI.GOV.UK) for London and Home Counties.

Team Manager: Jennie Wright

**General Complaints contacts and escalation to Tier 2**

[correspondence@dwp.gsi.gov.uk](mailto:correspondence@dwp.gsi.gov.uk) - central inbox from where complaints and correspondence can be sent and will then be forwarded to the relevant team.

This is also the mailbox to use if you want to escalate your complaint to Tier 2, if you’ve had an unsatisfactory response from the first tier teams outlined above.

**General Guidance on DWP Complaints Procedure**

1. Contact the office that deals with that particular claim. If this is not possible, call the helpline and explain the complaint - what has happened, how this has affected the client/their family and what should happen to put things right. The front line officer should try to resolve the complaint there and then. They may engage the team leader or manager in order to reach a solution, and promise a call back within 48 hours.
2. If you/the client are dissatisfied with the outcome at this stage, it should be passed on to a complaint resolution manager who should provide a full response within 15 working days. This is known as a Tier 1 complaint.

1. If the response is still not satisfactory, the next stage is to write to the Director General of Operations for DWP with details of the complaint and the reason you are not satisfied with the outcome. They aim to deal with complaints within 15 working days. This is called Tier 2 complaint.
2. If you are still unhappy with the outcome at this stage, you can ask the Independent Case Examiner (ICE) to investigate the complaint. ICE is independent and impartial. Complaints to ICE can be made in writing or by telephone. More details can be found in their website. ICE will refuse to register a complaint from someone who has not yet exhausted all stages of the internal procedure. A complaint to ICE should be made no later than six months from the final response.
3. Finally, you can approach your local MP if you are still not satisfied having gone through the full internal procedure, asking the MP to forward the matter to the Parliamentary Ombudsman. You will need to complete a form and attach copies of all previous correspondences. Form can be downloaded from parliamentary ombudsmen website.

Jim Fitzpatrick MP [jim.fitzpatrick.mp@parliament.uk](mailto:jim.fitzpatrick.mp@parliament.uk)

Telephone: 020 7219 5085/6215 (Westminster: 020 7536 0562)

Rushanara Ali MP [rushanara@rushanaraali.org](mailto:rushanara@rushanaraali.org)

Telephone: 020 7219 7200