**Complaints to DWP**

**Tower Hamlets**

You can either email complaints or write to DWP to make a complaint (attach a form of authority if you are doing it on behalf of a client). Send complaint letters to the address on the top of letter and mark it ‘COMPLAINT’, unfortunately in our experience letters are a bit hit and miss whether they will get it, let alone in good time or actioned on! DWP have recommend that wherever possible – email complaint or take paper version to the local office and request that it is scanned and sent to the correct department.

**Local operational sites**

* [HACKNEY.BDCCUSTOMERSERVICES1@dwp.gov.uk](mailto:HACKNEY.BDCCUSTOMERSERVICES1@dwp.gov.uk)

ESA Work Capability Assessments complaints

* [CAERPHILLY.CRTCOMPLAINTSTEAMLEADERSESACHANGESINBOX@dwp.gov.uk](mailto:CAERPHILLY.CRTCOMPLAINTSTEAMLEADERSESACHANGESINBOX@dwp.gov.uk) ESA maintenance complaints

**National email contacts**

* [correspondence@dwp.gov.uk](mailto:correspondence@dwp.gov.uk)

Central inbox to where complaints and correspondence can be sent and will then be forwarded to the relevant team.

* [WALES-DBC-CUSTOMERSERVICES@dwp.gov.uk](mailto:WALES-DBC-CUSTOMERSERVICES@dwp.gov.uk)

Personal Independence Payment complaints

**Escalating Complaint contact Tier 1 complaint**

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

[L.E.CRT@DWP.GOV.UK](mailto:L.E.CRT@DWP.GOV.UK)

Complaints Resolution Team, Department of Work and Pensions | London & Essex Complaints Resolution, Acton Job Centre, Mail Handling Site A, Wolverhampton, WV98 1HH

**General Complaints contacts and escalation to Tier 2** The ‘correspondence’ email above 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 frontline 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.

Apsana Begum MP [apsana.begum.mp@parliament.uk](mailto:apsana.begum.mp@parliament.uk)

Telephone: 0207 219 6826

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

Telephone: 020 7219 7200

**Other complaints resources**

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure>

**National partnership team contacts**

The partnership managers should be able to give you the email address for the district complaints resolution teams (CRT): <https://www.gov.uk/government/publications/dwp-partnerships/national-partnership-teams>

**CPAG**

**Judicial Review Project Contact and Template Letters**

<http://www.cpag.org.uk/content/judicial-review-project>

CPAG Welfare Benefits and Tax Credits Handbook Chapter on Complaints