

Mr John Pring
By Email: john@disabilitynewsservice.com

14 March 2019

FoI ref No: FOI2019/09877

Dear Mr John Pring,

Thank you for your Freedom of Information request we received on 8 March 2019. You asked:

“For each of the last 10 years, please tell me how many complaints about DWP the Independent Case Examiner has reported on which have involved a claimant of a disability-related benefit (such as incapacity benefit, ESA or PIP) who had died.

For the sake of clarity, I am referring to cases in which the death occurred before the complaint was submitted.”

Our Response

The Freedom of Information Act gives any person the legal right of access to any and all recorded information which is held by a public authority. The Act does not require the Department to provide opinions or explanations, generate answers to questions, create or obtain information it does not hold.

The Independent Case Examiner’s office does not record the category of information you have requested. DWP uses high level corporate complaint categories to record customer complaints and these categories are only used for those complaints accepted for investigation by the Independent Case Examiner’s office. The categories are as follows:

1. DWP staff don’t treat me with respect;
2. You take too long;
3. You’ve got it wrong;
4. You haven’t given me the information that suits my needs;
5. I can’t access the system/service; and
6. DWP policy is unfair.

As such we are unable to provide a response to your Freedom of Information request.

If you have any queries about this letter, please contact the Department quoting the reference number above.

Yours Sincerely

FoI Team

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 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.gov.uk