

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gov.uk

Our Ref: FOI2020/17978

23 June 2020

Dear J Roberts,

Thank you for your Freedom of Information (Fol) request received on 9 April. You asked:

The PHSO has released information on the number of complaints it dealt with concerning your organisation in “Complaints about UK government departments and other public organisations” for the year 2018/19:

<https://www.ombudsman.org.uk/publications/ombudsmans-casework-report-2019-0>

The figures reveal that:

Enquiries received 1,553

Complaints assessed 191

Complaints resolved through intervention 2

Complaints accepted for investigation 30

Investigations fully upheld 0

Investigations partly upheld 4

Investigation NOT upheld 21

Investigations discontinued 5

https://www.whatdotheyknow.com/request/parliamentary_complaints_for_201#comment-91447

1. Can you please confirm that the PHSO carried out thirty investigations into complaints about your organisation for the year 2018/19 and that none of its investigations was fully upheld.

2. Please provide the number of complaints regarding your organisation the PHSO contacted you about during 2018/19.

DWP Response:

I confirm we hold information relating to your request.

1. PHSO's data accurately reflects the number of investigations it completed in 2018/19 regarding DWP, and the outcomes of those investigations.
2. PHSO's data provides information about complaints which may have generated contact with DWP during 2018/19. However, DWP does not keep statistics about routine contact from PHSO.

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

Yours sincerely,

DWP Central Fol 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@dpw.gov.uk or by writing to DWP, Central Fol 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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745