

www.dwp.gov.uk  
Date 17 November 2010

Dear **name redacted**

### **Fol request 2940/2010**

Thank you for your Freedom of Information request received on 27 October 2010.

You asked for:

- the number of complaints against DWP to this organisation in the last 12 months;
- how many of those complaints were upheld;
- how many DWP staff were disciplined as a result;
- how many DWP staff were dismissed as a result; and
- the average compensation payout to victims.

I will reply to each of your points in turn.

For the period 1 October 2009 – 30 September 2010 this office:

- received 1052 complaints about DWP;
- accepted 461 of those received, of which 30 were upheld and 59 were partially upheld;
- there are 287 complaints still being investigated;
- the remaining 85 were either withdrawn, resolved to the complainants satisfaction, or not upheld.

This office does not hold any records relating to DWP staff being disciplined or dismissed.

In terms of compensation, DWP has policy and procedures in place for paying financial redress for injustice resulting from maladministration. You can find more information about the policy at [www.dwp.gov.uk/docs/financial-redress-for-maladministration.pdf](http://www.dwp.gov.uk/docs/financial-redress-for-maladministration.pdf)

This office does not have an average figure of compensation paid by DWP as a Department. However, financial redress recommended by this organisation for the period 1 October 2009 to 30 September 2010 amounts to: £3,496.67 as interest for delay, £26,601.79 for actual financial loss and £10,992.77 for consolatory payments.

If you have any queries about this letter please contact me quoting the reference number above. Meanwhile our Gateway Manager will write to you under separate cover addressing the other issues you raised in your letter of 27 October.

Yours sincerely

name redacted

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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@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk) or by writing to DWP, Central Fol Team, 5<sup>th</sup> Floor The Adelphi, 1-11, John Adam Street, London WC2N 6HT. 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](http://www.ico.gov.uk)