

## **Freedom of Information request 1962/2014**

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### **Information request**

How many days on average will the letter take from being opened at the mail opening unit to it reaching the Independent Case Examiner's Office?

### **DWP response**

Since September 2013 the Independent Case Examiner's office no longer uses a mail opening unit. Letters which are addressed to our business are collected by Royal Mail and delivered directly to our office address. On receipt of the letter officers within our business open the correspondence and direct it to the relevant team for appropriate action to be taken.