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Information request

A staff guide is available at

<https://www.gov.uk/government/publications/compensation-for-poor-service-a-guide-for-dwp-staff>

'Compensation for poor service: staff guide'

A search has found no corresponding customer guide.

Is there a customer guide to the DWP policy with regards to compensation for maladministration, and if so, could you either supply it, or indicate its location?

DWP response

You provided a link to a DWP policy document entitled *Financial Redress for Maladministration*. The document explains DWP's policy and guiding principles for providing financial redress in response to mistakes or service failures. There is no separate document for customers, although the scheme is referenced in DWP's customer standards leaflet which can be seen on Gov.UK using this link:

<https://www.gov.uk/government/publications/about-the-dwp-our-service-standards-leaflet>