

# Freedom of Information request 1738/2014

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## Information request

1. Are you notified of all complaints referred to the PHSO by MPs on behalf of dissatisfied complainants?
2. If so, please provide the figures for each of the three most recent years for which figures are available.
3. If not, are you notified of any complaints referred to the PHSO by MPs on behalf of dissatisfied complainants? Please provide details.
4. If you are notified of complaints upheld by the PHSO but which were not upheld by you, please provide the figures for each of the three most recent years for which figures are available.
5. Your involvement in a complaint may lead to "a recommendation to the relevant agency or business to provide redress". For each of the three most recent years for which figures are available please provide in respect of upheld complaints:
  - i. the proportion that you recommended an apology only be made by the relevant agency or business.
  - ii. the proportion that you recommended a consolatory payment be made by the relevant agency or business.
6. For each of the three most recent years for which figures are available please provide details of:
  - i. the total sum you recommended in consolatory payments.
  - ii. the total number of complainants you recommended be awarded consolatory payments.
  - iii. the smallest consolatory payment you recommended.
  - iv. the largest consolatory payment you recommended.

## **DWP response**

Points 1, 2, 3 and 4

The Parliamentary and Health Service Ombudsman (PHSO) does notify the Independent Case Examiner's office (ICE) of complaints referred to and accepted by them with regard to complainants dissatisfied with the actions of ICE.

For the 3 most recent years cases accepted by PHSO were:

2011/12 = 7

2012/13 = 10

2013/14 = 139 (PHSO revised their working practises in 2013 which impacted on the number of cases accepted)

For the 3 most recent years complaints upheld by PHSO but which were not upheld by ICE were:

2011/12 = 3

2012/13 = 2

2013/14 = 3

Points 5 (i and ii) and 6 (i, ii, iii and iv)

Please refer to the tables within the annex.

## Annex

### The Child Support Agency

	<b>2010/2011*</b>	<b>2011/2012</b>	<b>2012/2013</b>
Apology recommended	17%	13%	8%
Consolatory payment recommended	52%	53%	37%
Total sum of consolatory payments paid **	£2,245	£16,290	£6,600
Number of complainants paid consolatory payments	12	101	47
Smallest consolatory payment recommended	£75	£50	£25
Largest consolatory payment recommended	£750	£3,000	£300

\*figures provided for 2010/2011 relate to the period 16/2/11 to 31/3/11 as information prior to this period has been destroyed in line with the ICE data retention policy.

\*\*information regarding the total sum of consolatory payments recommended is not held.

## DWP

	<b>2010/2011*</b>	<b>2011/2012</b>	<b>2012/2013</b>
Apology recommended	43%	18%	22%
Consolatory payment recommended	50%	64%	62%
Total sum of consolatory payments paid **	£950	£4,486	£6,258
Number of complainants paid consolatory payments	7	28	26
Smallest consolatory payment recommended	£50	£50	£25
Largest consolatory payment recommended	£200	£500	£1,500

\* figures provided for 2010/2011 relate to the period 16/2/11 to 31/3/11 as information prior to this period has been destroyed in line with the ICE data retention policy.

\*\*information regarding the total sum of consolatory payments recommended is not held.

## Northern Ireland Social Security Agency

	<b>2010/2011*</b>	<b>2011/2012</b>	<b>2012/2013</b>
Apology recommended	0%	0%	0%
Consolatory payment recommended	0%	0%	0%
Total sum of consolatory payments paid **	0	0	0
Number of complainants paid consolatory payments	0	0	0
Smallest consolatory payment recommended	0	0	0
Largest consolatory payment recommended	0	0	0

\* figures provided for 2010/2011 relate to the period 16/2/11 to 31/3/11 as information prior to this period has been destroyed in line with the ICE data retention policy.

\*\*information regarding the total sum of consolatory payments recommended is not held.

## Work Providers

	<b>2010/2011*</b>	<b>2011/2012</b>	<b>2012/2013</b>
Apology recommended	0%	0%	0%
Consolatory payment recommended	0%	0%	0%
Total sum of consolatory payments paid **	0	0	0
Number of complainants paid consolatory payments	0	0	0
Smallest consolatory payment recommended	0	0	0
Largest consolatory payment recommended	0	0	0

\* figures provided for 2010/2011 relate to the period 16/2/11 to 31/3/11 as information prior to this period has been destroyed in line with the ICE data retention policy.

\*\*information regarding the total sum of consolatory payments recommended is not held.