

# **RESTRICTED**

## **Peer Review**

**Customer:** [REDACTED]

**Review conducted by:**

*Name:* [REDACTED]

*Role:* [REDACTED]

*Address:* Office for Scotland, Newlands Jobcentre, 8 Coustonholm Road, Glasgow, G43 1SS

*Approved by* [REDACTED]

**Background (inc' reason for Peer Review/remit and methodology)**

[REDACTED]

Methodology: We have carried out this Peer Review in the manner we would have dealt with the complaint had it been made in this Region.

**Summary of Findings**

[REDACTED]

**Lessons Learned**

[REDACTED]

**Recommendations (both site and if appropriate national)**

Staff to be reminded of the application of the rules governing new claims to ESA within 6-months of a disallowance.

[REDACTED]

**Timetable of Events**

Note add or delete rows as appropriate

[REDACTED]

Attachments

[REDACTED]

