## Annex 6.2: Standard Wording for Your Final Response to Your Participant

### Independent Case Examiner (ICE)

1. If you are not happy with this response, you can ask the ICE to consider your complaint. You should contact them within 6 months from the date of this letter. The ICE service is provided by the DWP (which includes Jobcentre Plus) and offers a free, impartial resolution service but does not consider matters of law or government policy.
2. You can contact the ICE:
* by email at ice@dwp.gov.uk, which is their preferred contact
* by telephone on 0800 414 8529 or
* in writing at PO Box 209, Bootle L20 7WA
* Website: [Independent Case Examiner](https://www.gov.uk/government/organisations/independent-case-examiner).

### Parliamentary and Health Service Ombudsman

1. You can also, at any time contact your Member of Parliament who may be able to send your complaint to the Parliamentary and Health Service Ombudsman (PHSO). The Ombudsman normally (but not always) expects you to have exhausted both the provider complaints process and the ICE services before accepting a complaint for investigation.
2. The Ombudsman investigates complaints that government organisations have not acted properly or fairly or have provided a poor service. To find out more, please contact:
* Phone: 0345 015 4033
* Website: [Parliamentary and Health Service Ombudsman](https://www.ombudsman.org.uk/).
1. Should you require an accessible version of any of the Restart Scheme forms listed in this guidance you will need to request them via email at Restart.ProviderEnquiries@dwp.gov.uk.