



STAGE ONE DWP PROCEDURE

- 1) This is the route for a complaint to the Parliamentary Ombudsman. The first 2 steps have to be exhausted before you can take your case to the Ombudsman. Write to The Pension Service, Department for Work & Pensions at Caxton House, Tothill Street, London SW1H 9DA. Make sure you put Formal Complaint in the title of the letter. See template letter on action page.
 - a) There is a second stage to this process. If you're not satisfied with initial response or DWP need to investigate further, you can ask for it to go to a Complaint Resolution Manager. They will contact you, usually by phone, to talk about your complaint and agree how to investigate it. They will contact you again within 15 working days to tell you the outcome or when you can expect a response, if it will take longer.
 - b) Third stage, if the Complaint Resolution Manager doesn't resolve your complaint, the DWP will ask you if you want your complaint to go to a senior manager. The senior manager will initiate an independent internal review of your complaint. They will contact you within 15 working days to tell you the outcome or when you can expect a response, if it will take longer.
- 2) If you do not receive a resolution through Step 1 above, then the next stage is to take up your case with the Independent Examiner's Office.
- 3) If you do not receive a resolution from the Independent Examiner's Officer, then the next stage is to have your case referred to the Ombudsman. This has to be done via your MP. This is a legal requirement.

Further info can be found here: <https://www.gov.uk/contact-pension-service> (Scroll down to 'Complain about the Pension Service')

and here: <http://www.ombudsman.org.uk/make-a-complaint/how-to-complain>