

*(Your name
& address
tel no for contact)*

The Pension Service 8
Post handling site B
Wolverhampton
WV99 1AN

date

Dear Sir/Madam

Re - Formal Complaint concerning DWP Maladministration in increases in women's state pension age NI number *(put your own here)*

I am in receipt of your letter relating to my complaint, which concerns the maladministration by the DWP on many counts. My MP is supportive of me raising a complaint.

I am not satisfied with your response which

- does not address the points in my letter
- does not apologise for DWP mistakes, or attempt to put things right
- provides deliberately obscuring, clouding information that does not answer my complaint e.g. the survey information which is generalised and misleading.
- states as an answer that Parliament has debated the changes, an irrelevant piece of information to my complaint about maladministration, leading me to believe DWP has not even read my complaint
- is a standard letter not a personal reply, showing a failure to investigate which is a further key indicator for maladministration
- leaves me to feel that you are treating my complaint with contempt, and
- it was a late reply.

I have experienced unfair treatment and suffered severe financial impacts as a result of DWP maladministration. Consequently I would like my complaint to go to a complaint resolution manager, who I understand should contact me, perhaps by phone, to discuss my complaint and agree how it will be investigated. I understand that you will contact me within the next 15 days.

I would like you to put things right, by ensuring that I have had at least 10 years adequate personal notice of my State pension Age. which the maladministration by the Department has denied me.

I look forward to hearing from you.

Yours faithfully,

(name,)