

CLARIFICATION RE DWP COMPLAINTS PROCEDURE

It's important that women keep registering maladministration complaints until we know the outcome of the JR and its implications.

To recap, the procedure is:

- **To make a new complaint** use the Stage 1 template letter and send it to the DWP.
- You are likely to get a reply from the DWP saying they will take no further action on your case until after the Judicial Review on 5th & 6th June 2019. If you are told this, you do not need to carry on with the complaints process. Just keep the letter until we are able to issue further advice after the Judicial Review decision has been announced.
- **If you are already in the complaints process** you should keep sending the template letters until you get a letter stating that your complaint is suspended, closed or no further action will be taken and that there will be no further communication regarding the complaint.
- **If you get a letter from the DWP or Independent Case Examiner (ICE) telling you that the next stage is for you to complain to the Parliamentary and Health Services Ombudsman (PHSO)** please don't do this yet. Once the Judicial Review decision is known it will affect how the PHSO deals with complaints and what the relevant issues are. Complaints that have already gone in to the PHSO may therefore need to be amended once we know more. There is no deadline for complaining to the PHSO so there is nothing to lose by waiting.
- **If you received a letter from the DWP saying your case has been closed because you did not reply to them by a deadline** please send in a new Stage 1 letter and start the process again.

IT IS VERY IMPORTANT THAT YOU KEEP ALL LETTERS AND DOCUMENTS RELATED TO THE COMPLAINT.