

HELP SHEET STAGE 2 DWP COMPLAINT

1. WASPI has provided a standard letter for you to use and alter to your personal case on www.waspi.co.uk/action, if you wish to continue your complaint to the second stage.

This is the DWP process:

'There is a second stage to the complaints process if you are 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 days to tell you the outcome or when you can expect a response if it will take longer.'

2. Here is a link to the Complaints process in DWP

<https://www.gov.uk/government/organisations/department-for-workpensions/about/complaints-procedure>

3. Maladministration is the actions of a Government body (DWP in this case), which can be seen as causing an injustice. The law says the Ombudsman must investigate 'maladministration'. The definition of maladministration is wide and can include:

- Delay
- Incorrect action or failure to take any action
- Failure to follow procedures or the law
- Failure to provide information
- Inadequate record-keeping
- Failure to investigate
- Failure to reply
- Misleading or inaccurate statements
- Inadequate liaison
- Inadequate consultation
- Broken promises

Ensure you mention a LIST of the maladministration occurrences and not just provide a bland statement.

4. The Phone call - Your Group coordinator can support you /share others experiences. Let them know your phone call experience too. i. The Officer is likely to ask you to explain your complaint:

- you can say that you thought carefully about what you wrote to them and would like them to act on that.
- you can describe all the times you think maladministration occurred using the list above, and say that you are clarifying your letter. Prewrite the list. ii. The Officer is likely to ask you how they can put it right-
- you can say you would like them to find a suitable remedy for someone who has not been given a fair opportunity compared to other generations, to plan for their retirement age
- you can say that you would like a suitable financial remedy
- you can say that you would like them to give you the notice that the MPs gave themselves, 10 years personal written notice