

If you want to comment on how you and your claim are treated

If you are not happy with decisions made about your benefits then you should ask for a reconsideration. If you are not happy with the result of the reconsideration you should appeal. Other pages in this pack tell you how to do that.

You can also make comments or complaints about how you are treated. This includes Department for Work and Pensions (DWP), Her Majesty's Customs and Revenue (HMRC), and Glasgow City Council (GCC).

These organisations have standards about things like:

- How you should be treated
- Phone calls, letters, and visits to their office
- The right result
- On time
- If you have a disability
- If you don't speak English

If you have internet you can usually find more detail by searching for example 'DWP service standards'.

You have a right to tell them if you think things have gone right or wrong. You can suggest improvements or make a complaint. If you want what you say to be treated as a complaint -say so. This should not harm how they deal with you or your benefits.

You can contact them by phoning, sending a letter, or visiting an office. Contact details will be on their letter. You might want to have someone help you or phone for you – an adviser, support worker or a family member

If phoning:

- Make sure you are clear about what happened and what went right or wrong
- Call the number on a letter about the benefit.
- Ask for the name of the person and which department you are speaking to and note the day and time you called.
- Say if you want your call to be treated as a complaint
- Be ready to give your name, date of birth, National Insurance (or 'NI') Number. They may also ask about the most recent letters you got from them to prove who you are.

Here are some of the main phone numbers -

- **Jobseekers Allowance, and Employment Support Allowance** - contact Job Centre Plus (JCP) on 0800 055 6688 (for text-phones 0800 023 4888).
- **Disability and Carers** - 0800 882 200 (for text-phones 0800 243 355)
- **Pension Service** - 0845 606 0265
- **Housing Benefit and Council Tax Reduction** – Contact Glasgow City Council on 0141 287 5050
- **Child Tax Credits** – 0345 300 3900 (for text-phones 0345 300 3909)
- For anything else phone the number on your letter about it or if you can't find one try DWP Contact Centre on **0800 055 6688**

Putting your comment or complaint in writing

On the next page is a letter you can use to make your comment or complaint to the DWP. You just need to fill in the blanks, tick the right boxes and score out anything which doesn't apply.

Send it to the address on a letter about the benefit you are commenting on.

If you can't find the address for the right benefit, the GAIN helpline could tell you. Phone 0808 801 1011 Monday – Friday 10am to 8pm, Saturday 10am to 2pm. You can call free from a BT landline (some mobiles may charge).

You should expect a reply to your letter within 2 to 3 weeks.

BENEFITS LETTER OF COMMENT / COMPLAINT

NAME:
ADDRESS:

Date of Birth:
National Insurance Number:
Date:

To

Dear Sir/Madam

Letter of comment / complaint

I am writing to comment / complain about how I and my claim for (add name of benefit) have been dealt with.

I feel you have given me a good / bad service as ticked below:

- The time I waited to see someone
- The time it took to give me a decision
- The time it took for my payment to be made
- Getting me the support I needed to talk to you
- Phoning or visiting me at the agreed time
- Giving me the right information or advice to make my claim
- How I was treated because of my disability / race / age / religion and / or sexual orientation
- Other reasons (more information on next page)

This happened at your office / contact centre on (what date): I spoke to: (person's name)

I was contacting your office about (add type of benefit/appointment):

.....
Any more I want to say about this is on the other page and attached sheet.

Please copy any correspondence to my representative or support worker – their contact details and address are on the back of this letter.

Yours faithfully

[Sign here. Your support worker, adviser or someone else 'acting on your behalf' can sign for you.]

../

Page 2

MY SUPPORT WORKER DETAILS:

My representative or support worker

Contact details to send a copy of your reply to my representative or support worker.

Name:

Organisation (if any):

Address:

Telephone:

Due to my ill health or disability I would appreciate you contacting my support worker above directly by telephone in the first instance if you require more information about this letter.

ADDITIONAL INFORMATION ABOUT MY COMMENT / COMPLAINT

Anything else I want to tell you about.....