

Operations, Correspondence and Feedback Team

**OFFICIAL SENSITIVE**

**Internal Process Review**

**Customer:** [REDACTED]

**Review conducted by:**

*Name* [REDACTED]

*Address: Durham JCP*



Operations, Correspondence and Feedback Team

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2. **Summary of Findings**, including highlighting any area where incorrect action has been taken

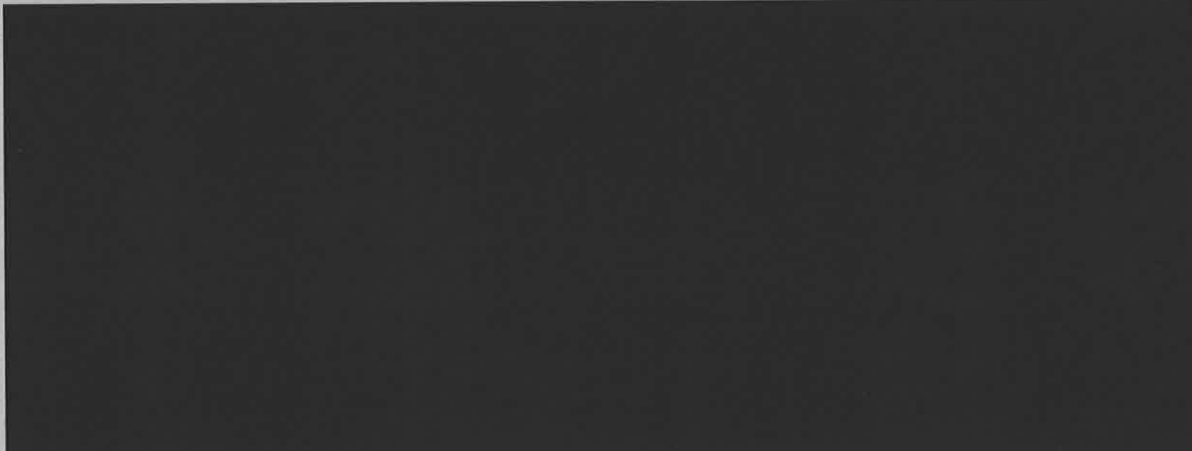
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Operations, Correspondence and Feedback Team

**3. Annexes**

Additional papers listed below. [embed as required]





**Recommendations**

Name: [REDACTED]

NINo: [REDACTED]

**Panel Members**

- [REDACTED] – Chair, IPR Focal Point
- [REDACTED] – IPR Focal Point
- [REDACTED] – IPR Focal Point
- [REDACTED] – LM, Employers and Work Services Business Partner
- [REDACTED] – ESA Live Running Portfolio
- [REDACTED] – WCA Policy
- [REDACTED] – IPR SPOC NE
- [REDACTED] – IPR SPOC LHC
- [REDACTED] – IPR SPOC Scotland

**Recommendations:**

To remind Customer Compliance Officers that they should be aware of the local 6 point plan in offices they visit and put it into action as required.

**Referred to Customer Journey Team**

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| Date: | Name: |
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**Referred to DWP Network Chair**

**Recommendation:**

|       |       |
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| Date: | Name: |
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**Outcome**

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**DWP Network Chair Sign Off**

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| Date: [REDACTED] | Name: [REDACTED] |
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