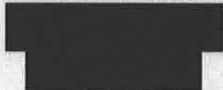


Operations, Correspondence and Feedback Team

OFFICIAL SENSITIVE

Internal Process Review

Customer:



Review conducted by:
Name:
Address:

Operations, Correspondence and Feedback Team

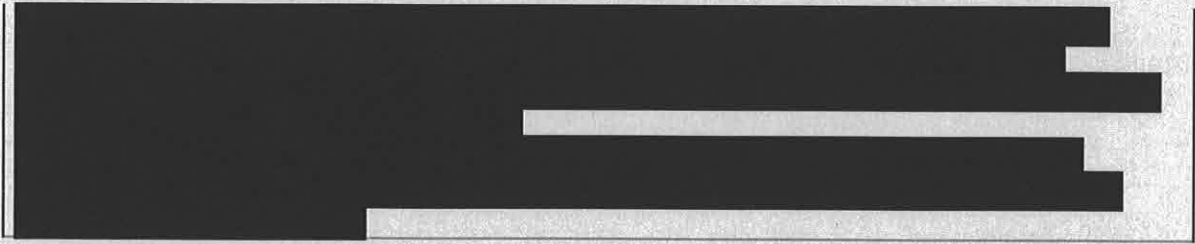
2. **Summary of Findings**, including highlighting any area where incorrect action has been taken

[REDACTED]

[REDACTED] are not treated as complaints unless the process was not completed properly. I have not identified any issues with the process.

[REDACTED]

Operations, Correspondence and Feedback Team



3. Annexes

Additional papers listed below. [Embed as required]



IPR – PANEL OUTCOMES

Name	[REDACTED]
NINO	[REDACTED]
Panel Members	[REDACTED] (Chair); [REDACTED]

Recommendations <i>(These are FOI-able. Use language that cannot be misconstrued outside DWP)</i>	
Customer Journey:	Local:
None.	<ul style="list-style-type: none"> Reminder to teams involved that six point plan should be invoked without exception if a claimant expresses suicidal ideation.
<i>Referred to customer journey team?</i>	<i>Referred to Network Chair?</i>
Date: dd/mm/yy Name:	Date: dd/mm/yy Name:
Outcome	Outcome

Other observations
[REDACTED] claim was operated correctly and sensitive handling [REDACTED] was shown, especially by the Work Coach.

DWP Network chair sign off	Date: dd/mm/yy	Name:
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