**By email: correspondence@dwp.gov.uk**

Dear Sir / Madam,

**Re:**

**Complaint re: failure to process a claim for Pension Credit in reasonable time**

We would be most grateful for your kind assistance in resolving what appears to be a failure to process a claim for Pension Credit (PC) which was made on …….. (insert date)

1. Our client claimed PC on…. (insert date & claim ref number if applicable)
2. We followed this up on….. (insert date) and was advised that a DWP adviser would contact our client within/on……….
3. To date our client has not been contacted and has been waiting for their claim to be processed for (no of days/weeks/months).

As you are aware PC (guarantee element) is a means-tested benefit, entitlement to which depends on a person’s income being below the applicable amount, i.e. the amount the law says you need to live on. Absence of an award for PC to those who are entitled means that they are likely experiencing financial hardship and unable to meet the cost of living.

**Our client’s circumstances and issues of concern**

(Insert here any relevant details such as client’s vulnerability; health issues / disabilities, etc)

 Give examples of how this is affecting your particular client (if relevant)

Also mention that a benefits check shows £X amount of entitlement (or leave this out if you think it’ll get ‘messy’)

**How to Put this Right**

1. Immediate action to process our client’s claim.

2. Contact our client (or appointee where applicable) to offer an apology.

3. Provide a remedy in the form of some financial assistance as compensation for the distress and unjust treatment they have suffered.

Thank you for your kind consideration of this matter. We would be most grateful for your response within the next 5 days given the urgency of the situation.

Yours faithfully