



Department
for Work &
Pensions

DWP Complaints Team
DWP Complaints
Post Handling Site B
Wolverhampton
WV99 2GY

Chris Loder MP
House of Commons
SW1A 0AA

email: correspondence@dwp.gov.uk

www.gov.uk

Telephone: 0300 092 6557

Your Ref: [REDACTED]

Our Ref: [REDACTED]

6 October 2023

Dear Chris Loder,

Mr [REDACTED] of [REDACTED], Dorset, DT6 [REDACTED]

Thank you for your email of [REDACTED] August 2023 to our complaints team about your constituent's Attendance Allowance (AA) claim. As a complaints resolution manager, I have been asked to respond and I apologise for the time it has taken me to do so.

You raised concerns that it appeared the report dated [REDACTED] August 2023 compiled by Mr [REDACTED] for the appeal was based on advice which had been superseded by our letter of [REDACTED] July 2023, and questioned if his advice was correct or out of date.

Following a referral Mr [REDACTED] made to our Medical Services (MS) team, they requested we obtain all medical evidence in respect of Mr [REDACTED]. We wrote to Mr [REDACTED] on [REDACTED] September 2023, and in response received a copy of a Patient Discharge Summary dated [REDACTED] July 2023 from his representative. Mr [REDACTED] has referred this back to the MS team and is awaiting their response.

We have been informed by the Pensions Dispute Resolution Team (PDRT) that Expert Medical Reports in respect of AA claims have not been requested for some time, resulting in staff not being fully aware of the guidance. Despite what Mr [REDACTED] wrote to the tribunal in his report of [REDACTED] August 2023, he has now been made aware of the guidance and as detailed above, is actively trying to request that a medical examination take place.

If Mr [REDACTED] is not satisfied with the way we have dealt with his complaint, he can ask the Independent Case Examiner (ICE) to consider it further within six months of the date of this letter. The ICE can look at complaints about our service but not matters of law or government policy. This is a free and impartial service for any complaints that we are unable to resolve. If Mr [REDACTED] decides to approach the ICE, he will need to provide a copy of this letter.

Mr. [REDACTED] can contact the ICE by email at ice@dwp.gov.uk, which is their preferred contact, by telephone on 0800 414 8529 or in writing at PO Box 209, Bootle L20 7WA.

Yours sincerely,

[REDACTED]
DWP Complaints Team

More information

If your constituent would like more information about Attendance Allowance, they can call 0800 731 0122 (textphone: 0800 731 0317)

We have many different ways we can communicate with you

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on www.gov.uk.

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

If you call landline numbers they cost no more than a standard geographic call, and usually count towards any free or inclusive minutes in your landline or mobile phone contract.

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at www.gov.uk/dwp/personal-information-charter