Reconsiderations Questionnaire

The DWP Standards Committee is seeking your views on the Reconsiderations process. Please take the time to fill in this Questionnaire and return to the following address:

Deadline for return is Friday 14th January 2005

DWP Standards Committee Secretariat
Room GS36
Quarry House
Leeds
LS2 7UB

As you will know, if a customer is unhappy with a benefit decision they can request an explanation of the decision. If they wish to dispute the decision they may ask for this to be reconsidered with a view to a revised decision being made and/or they may appeal.

EXPLANATIONS:

1. From experience do you or your clients find the ‘explanations’ stage helpful (ie: when asking for reasons for a decision)?

   You (please tick one answer only)

   Very helpful     Helpful     Neither helpful or unhelpful     Unhelpful     Very unhelpful

   [ ] [ ] [ ] [ ] [ ]

   Your client (please tick one answer only)

   Very helpful     Helpful     Neither helpful or unhelpful     Unhelpful     Very unhelpful

   [ ] [ ] [ ] [ ] [ ]

2. When telephoning for an explanation, do you find that the person you speak to has sufficient knowledge of your client’s case?

   Yes               No

   [ ] [ ]

3. Is it clear when you have moved on to the next decision-making stage -- asking for a decision to be looked at again/revised? (please tick one answer only)

   Very clear     Clear     Neither clear or unclear     Unclear     Very unclear

   [ ] [ ] [ ] [ ] [ ]

RECONSIDERATIONS:

4. When requesting the reconsideration of a decision, how easy is it to access decision-makers by telephone? (please tick one answer only)

   Very easy     Easy     Neither easy or difficult     Difficult     Very difficult

   [ ] [ ] [ ] [ ] [ ]
5. Do you prefer to write to ask for a decision to be looked at again? *(please tick one answer only)*

<table>
<thead>
<tr>
<th>Yes</th>
<th>Sometimes</th>
<th>No</th>
</tr>
</thead>
</table>

5a. If you have answered ‘Yes’ or ‘Sometimes’ to the above, how often does this occur? *(please tick one answer only)*

- 80 – 100% of the time
- 60 – 80% of the time
- 40 – 60% of the time
- 20 – 40% of the time
- 0 – 20% of the time

6. On the whole how would you rate decision-makers’ responses to written requests? *(please tick one answer only)*

- Very good
- Good
- Neither good or bad
- Bad
- Very bad

7. In your experience, how effective is the reconsiderations process?

8. If you [your client] are unhappy with a decision do you *normally* begin by asking the decision-maker to reconsider it or do you automatically appeal?

- Seek Reconsideration
- Appeal

9. In what circumstances do you prefer to appeal?

Thank you for your time.