

Tell us what you think

jobcentreplus

Part of the Department for Work and Pensions



## **What's in this leaflet?**

This leaflet is for you to tell us what you think of our services.

Please use it to tell us:

- what we're getting right
- what you're not happy with, and
- how you think we could do things better.

It also tells you how to make a formal complaint if you need to.

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## **What do you think of our service?**

At Jobcentre Plus we always aim to provide a high level of customer service.

We welcome all your comments, complaints, or ideas for things we could improve.

Your feedback helps us to look at what we do and how we could do it better.

## **When things go right, or if you have an idea how we could do better**

If you think we have done something well, please tell us. Knowing that we got it right for you may help us to get it right for others.

We are always looking for new ways to improve our services.

If you have an idea that could help us do this, please say.

We will reply to your comments within 10 working days of getting them.

### **When things go wrong**

If you think that we have got something wrong, or that we are not dealing with you in the right way, please let us know straight away.

The sooner you tell us, the sooner we can look into the matter.

You may find it easier to speak to someone in the office you have been dealing with. A phone call will usually put matters right, and we can call you back.

However, there may be times when you want to make a formal complaint. To find out more about how to do this, see page 9.

## **It's easy to tell us what you think**

To tell us what you think, just fill in the comment form at the back of this leaflet and post it to us or hand it in at any Jobcentre.

You can ask someone to help you fill it in. This might be a friend or an advice centre like Citizens Advice.

## **How to give us your comments**

You can phone us with your comments.

The phone number of the Jobcentre you have been dealing with will be in your phone book under Jobcentre Plus.

You can also get the phone number and address from our website at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

If you want to make a comment to a contact centre or benefit delivery centre, the phone number should be on any documents they have sent to you.

Or you can write a letter and post it, e-mail it, fax it or hand it in to us at your nearest Jobcentre.

If you want to send a fax, your local Jobcentre will give you the fax number.

## How we will contact you

You can choose how we reply to you – by phone, e-mail, fax or letter.

However, to keep your personal details secure, we do not include your personal details in replies we send by e-mail.

## How we handle complaints

Making a complaint can seem hard, and you might worry it could make things worse. But we try to make it as easy as we can for you to tell us about your complaint.

We will try to deal with your complaint as soon/quickly as possible. It may not be possible to give you everything you want, but if we know how you feel we can work together to make things better.

If you complain, we will make sure that staff with the right experience, knowledge and authority look into the matter.

We will:

- deal with you in a pleasant and professional way
- take your complaint seriously
- keep your complaint private, and
- not treat you differently from others just because you have made a complaint.

## **If we have made a mistake**

If we have made a mistake we will:

- say sorry
- tell you what went wrong and why
- learn from it, and
- put it right as fast as possible.

Jobcentre Plus aims to reply to complaints within 10 working days of getting them.

If you write to the Chief Executive and not the office you normally deal with, you will get a reply within 15 working days.

If we can't give you a reply within this time, we will say why and tell you:

- who is dealing with your complaint
- when you can expect a full reply, and
- what we have done so far.

## How to make a formal complaint

### Stage 1

Get in touch with the person you have been dealing with.

Tell them, or their manager, your complaint.

We will send you a full reply within 10 working days of getting your complaint. We hope you will be happy with that reply.

### Stage 2

If you do not settle your complaint at stage 1, get in touch with the District Manager of the Jobcentre, contact centre or benefit delivery centre you have been dealing with. Anyone in the Jobcentre, contact centre or benefit delivery centre can tell you who the District Manager is.

This manager will make sure your complaint is looked at again, and they will let you know what will be done.

Jobcentre Plus aims to reply to complaints within 10 working days of getting them.

### **Stage 3**

We will settle most complaints at stages 1 or 2.

However, if you are still not happy with the answer you get at stage 2, you can write to our Chief Executive. Any of our staff can give you the address.

The Chief Executive cannot personally answer all letters, but will make sure that your complaint is reviewed fully and fairly.

They will ask the most suitable person to look into it.

If you write to the Chief Executive and not the office you normally deal with, you will get a reply within 15 working days.

### **Help with complaints**

If you want to complain and would like some help, you could ask:

- a local advice centre like Citizens Advice, or
- your Member of Parliament (MP).

## Independent Case Examiner

Once the Chief Executive sends you their decision, you may still think that we have not dealt with your complaint properly.

If this is the case, you can write to the Independent Case Examiner. This person is independent from us and the service is free.

You must get in touch with the Independent Case Examiner within 6 months of getting the Chief Executive's final reply.

To make a complaint, please contact:

Independent Case Examiner  
PO Box 155  
Chester  
CH99 9SA.

Phone: 0845 606 0777

Textphone: 0151 801 8888

Website: [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk)

E-mail: [ice@dwp.gsi.gov.uk](mailto:ice@dwp.gsi.gov.uk)

## **Parliamentary and Health Service Ombudsman**

If you still feel that we have not sorted out your complaint, your MP may be able to refer it to the Parliamentary and Health Service Ombudsman.

The Ombudsman is totally independent from us and the Government. Their service is free.

To find out more about this, please contact:

The Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP.

Phone: 0845 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## Special payments

We run a discretionary special-payment scheme in line with the Department for Work and Pensions' policy.

More information is given in the Guide to Financial Redress for Maladministration. You can see a copy of this guide in your Jobcentre or on the internet at [www.dwp.gov.uk](http://www.dwp.gov.uk)

The special-payment scheme aims to help put people back to the financial position they would have been in if we had not made a mistake. This mistake may also be called an 'official error'.

## Call charges

From 1 September 2008, calls to 0845 numbers from BT land lines should cost no more than 4p per minute with a 7p call set up charge. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p per minute, so check the cost of calls with your service provider.

## Textphones

The textphone numbers we provide are for people who find it hard to speak or hear clearly. If you do not have a textphone, some libraries or citizens advice bureaus may have one. Textphones do not receive text messages from mobile phones.

## **Important information about this leaflet**

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure that the information in this leaflet is correct as of December 2008.

It is possible that some of the information is oversimplified, or may become inaccurate over time, for example because of changes to the law.

# Comment form

If you do not want a reply, you don't need to give us any of your personal details.

## Your details

Name:

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Address:

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Postcode:

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National Insurance Number:

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Date of birth:

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## How do you want us to reply to you?

Letter     Phone     E-mail     Fax     Do not reply

Please give us your address, phone number, e-mail address or fax number so we can reply to you in the way you want.

## Special requirements

Please tell us about any special requirements we should bear in mind when we are dealing with you.

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[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

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