

DWP improves complaints handling



The old complaints service involved two tiers and put the responsibility on the customer to escalate their complaint if they were not satisfied with how it was handled at tier one.

The changes mean that from 9 July 2020 a new centralised team, made up of experienced complaint handlers, will triage the complaints and prioritise those that are the most serious or from vulnerable claimants.

As is the case now, if someone is still not satisfied they have the option of escalating their complaint to the Independent Case Examiner and then the Parliamentary Health and Service Ombudsman.

More information about this new process can be found on the [complaints procedure](#) page

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