

Annex 1: Standard wording for your final response to the customer

If you are not happy with this response, you can ask the Independent Case Examiner (ICE) to consider your complaint. You should contact them within six months from the date of this letter. The ICE service is provided by the Department for Work and Pensions (which includes Jobcentre Plus) and offers a free, impartial resolution service but does not consider matters of law or government policy. ICE can be contacted at:

Independent Case Examiner's Office
PO Box 209
BOOTLE
L20 7WA

The above address is the PO postal address. However, if Providers are sending evidence by recorded special delivery that requires a signature, they need to send it to the actual office address as follows:

Building 1.1
Redgrave Court
Merton Road
Bootle
Liverpool
L20 7HS

Phone: 0845 606 0777 Website: <http://www.ind-case-exam.org.uk/>

Parliamentary and Health Service Ombudsman

You can also, at any time contact your MP who may be able to send your complaint to the Parliamentary and Health Service Ombudsman. However, the Ombudsman would normally expect you to go through the ICE service first. The Ombudsman investigates complaints that government organisations have not acted properly or fairly or have provided a poor service. To find out more, please contact:

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

Phone: 0345 015 4033 Website: <http://www.ombudsman.org.uk/>