

To: [REDACTED]

From: [REDACTED]
Devon and Cornwall District
Southern Group

cc: [REDACTED]

Tel: [REDACTED]
Fax: [REDACTED]

Date: [REDACTED]

Re: Peer Review of Serious Customer Complaint

[REDACTED]

[REDACTED] carried out the review. The review was carried out by accessing computer records, checking processes, listening to voice recordings, input from written report from [REDACTED] and talking to staff with necessary technical expertise.

The report sets out findings of the review, key events, the handling of the case and lessons that can be learned.

Summary of Findings

[REDACTED]

Additional Facts and Evidence

[REDACTED]

In learning from this experience it is clear there is work to do:

- Across COO to clarify responsibilities to own vulnerable customers concerns and support them to deal with them.
- By BC to reduce the evidence required to pay customers at the earliest opportunity.
- By BD to ensure suspension of benefit is reviewed within a defined timescale.

I have proposed a number of recommendations based on the findings of the review. Recommendations are attached together with a more detailed chronology of events (Annex 1)

[REDACTED]

Recommendations

- Cross COO guidance is issued on roles and responsibilities of all staff in supporting vulnerable customers.
- [REDACTED].
- [REDACTED].
- More training is given to benefit processing staff to ensure information is acted on by direct and immediate contact with the customer.

Date	Event/activity	Comments
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Date	Event/activity	Comments
REDACTED]		

