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Hello,

**Andrew Rhodes, Director General, Operations, PO BOX 50101, London  
SW1P 2WU**

I wish to make a **formal complaint**.

My intention is to Complete the DWP complaint process and seek the assistance of ICE io I remain unsatisfied.

I wrote to you regarding this issue on **30th May 2017**. You never received this letter so I made by complaint on the phone on **15th June 2017**.

On **6th July 2017** You wrote to me saying you need more time.  
<http://www.mage-net.net/wp-content/2017/08/Letter-2017-07-06.pdf>

On **28th July 2017** You wrote to me with a load of rubbish.

You state me ESA was stopped due to information from DLA/PIP.  
**“To prevent any issues and to prompt the claimant to contact us”**

This is an unacceptable practice. I sent you two letters in 2016 with details of my new address.

You as Data Controller **principle 3 & 4** of **Data Protection Act** put a safeguards in place to maintain accurate data.

Also you say I should contact **HMRC**, to enquire about the Tax Implication. I'm not spending my day(s) fixing your mistake. When I have called **HMRC** in the past i've been on hold well over 40 minutes.  
In the Tax Year 2016/17 my ESA Payment run from **6th April 2016** until **1st September 2016** (When my ESA Was Stopped)  
In the Tax Year 2017/18 my ESA would be the Back Payments & My normal ESA Payments. If this is above the **Personal Tax Allowance** i'd be expected to my tax on the part over the allowance.

**Daniel McMorro**