



Department
for Work &
Pensions

London and Home Counties
Complaints Resolution Team

Mr Daniel McMorrow
110a Sylvan Avenue
London N22 5HY

Our address	Acton Jobcentre Mail Handling Site A Wolverhampton WV98 1HH
Our phone number	020 8811 8359
Text phone number	03456088551
Our reference	16637
Website	www.gov.uk
Date	28 July 2017

Dear Mr McMorrow

Thank you for your phone call of 15 June regarding your claim for Employment and Support Allowance (ESA).

The ESA payment team at your Benefit Centre was notified by the Disability Living Allowance/ Personal Independence Payments section in October 2016 that you had changed your address. When a change of address is downloaded our payment system automatically stops payments being issued to prevent any error and to prompt the claimant to contact us.

There is no record of you contacting the Benefit Centre until 23 May 2017 when you called our Contact Centre (CC). Once the CC had confirmed your new address they passed the information to the BC, your ESA records were updated and all arrears payments owing to you were issued. I have checked our records for details of the letters you say you sent to us in August and September last year, but I cannot find any record of these. The only documents we received from you in this period were regarding your savings and capital.

Please can you contact Her Majesty's Revenue and Customs to discuss the tax implications of this payment.

I hope you are happy with this response. If you remain dissatisfied with the way your complaint has been handled you can write to Andrew Rhodes, Director General, Operations at PO Box 50101, London, SW1P 2WU within six months of the date at the top of this letter. He will then arrange a response from an appropriate officer within the Department. Alternatively, you can telephone our Correspondence Team on 01253 331418 / 01253 337591 or email Correspondence@dwp.gsi.gov.uk. The team will register your complaint and arrange for a response from the appropriate team. The telephone lines are open from 9am to 5pm Monday to Friday.

Yours sincerely

Edward McCormack, Complaints Resolution Manager