<u>North West Complaints Resolution Team</u>

North West Complaints Resolution Team
Edge Hill Job Centre Plus
Kinglake House
Shenstone Street
Edge Hill
Liverpool
L7 3PF

Email
northwest.complaintsresolutionteam1@dwp.gsi.gov.uk

Manager:	**Kerry Gibbons**	**0151 708 4710**
Deputy:	**David Beckett-Smith**	**0151 708 4711**

<u>Definition of complaint:</u>

Any expression of dissatisfaction about the service provided which is not resolved by operational staff as normal business.

<u>Area of DWP Business covered:</u>

Jobcentres and Benefit Centre business covering most Working Age Benefits in North West Region,

- ✓ Employment Support Allowance
- ✓ Job Seekers Allowance
- ✓ Income Support
- ✓ Incapacity Benefit
- ✓ Universal Credit
- ✓ Industrial Injuries Disablement Benefit

<u>Other Complaints teams</u>

Social Fund
socialfund.complaintresolutionteam@dwp.gsi.gov.uk

Personal Independence Payments
bootledbc.qualityteam@dwp.gsi.gov.uk
yorkshiredbc.pip@dwp.gsi.gov.uk

Telephony complaints (0800 or 0845)

ccscustomerfeedback.handlingteam@dwp.gsi.gov.uk

Pensions Service/Disability Living Allowance/Carers Allowance
correspondence@dwp.gsi.gov.uk

For ESA queries ATOS Healthcare has been superseded by MAXIMUS, if a customer wishes to complain about how their medical has been handled then they can contact MAXIMUS direct. Please direct all correspondence to the e mail address below.

customer-relations@chdauk.co.uk.

(Centre for Health and Disability Assessments)

ATOS- PIP
ATOS Healthcare
Atos:
Telephone: 0300 3300 120
Email:
PIP-customerservice@atos.net
Written communication:
ATOS healthcare, PO Box 1006, Stockton-on-Tees TS 19 1UL

Top Tips

- Ensure all of your (the claimant's) full details. (Full name, National Insurance Number and full postal address) are included.

Encourage claimants to access the GOV.UK website, in particular the Benefits Calculator.

https://www.gov.uk/benefits-calculators

Director General's Office for escalated complaints

Department for Work and Pensions
Director General,
Operations,
Noel Shanahan,
PO Box 5010,
London,
SW1P 2WU.