

Work Capability Assessments (WCAs) and assessments for Specialist Benefits



How to make suggestions, comments and complaints

Introduction

The Health Assessment Advisory Service arranges and carries out assessments for the Department for Work and Pensions (DWP). This includes Work Capability Assessments (WCAs) for Universal Credit (UC) or Employment and Support Allowance (ESA) claims as well as Specialist Benefits such as Industrial Injuries Disablement Benefit (IIDB).

The purpose of the assessment is to understand how an illness or disability affects a person's daily life. After the assessment, DWP makes the decision as to whether the individual will receive any benefits. The Health Assessment Advisory Service is delivered on behalf of DWP by Serco.

We recognise the benefit of letting you share your own experiences of our service and we are committed to making sure you get the level of service you expect and deserve.

This pack gives you details on how you can provide written suggestions, comments or complaints.

You can look at our website at www.haas-serco.co.uk to find out more information or contact us by telephone:

Telephone: 0800 072 0257

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 072 0257

Monday to Friday, 8am to 8pm

Saturday, 9am to 5pm

We welcome feedback and comments

If you have had a good experience at your assessment, please let us know so that we can pass on your positive comments to the team members who you met with. You might also have a suggestion about something you think we could improve on.

Simply fill out the form on pages 7 and 8, then post it back to us, or contact our Customer Service Team on **0800 072 0257** to give us your feedback.

We might also ask you to complete a satisfaction survey to make sure we hear your views on how we have done. This will help us make our service better.

Unhappy with the outcome of your claim?

Please speak to DWP directly

Serco does not make any decisions about your claim.

If you think the decision is wrong, or if an error has been made, you should contact the DWP.

They will also be able to advise you of the process to follow if you disagree with their decision.

Unhappy about your consultation experience?

If you feel that we didn't deliver a satisfactory standard of service during your consultation or while we reviewed your case, please see the following pages for information on how to make a complaint.
How to make a complaint

Your assessment report

We are unable to provide you with a copy of your assessment report, but you can request one from DWP once they have reached a decision on your claim. Please contact DWP directly using either of the numbers on the left.

How to make a complaint

If you'd like to make a complaint in writing, the feedback form on pages 7 and 8 will help you to include all the information we need to be able to look at your issue properly. Please remember to tell us your National Insurance number.

Alternatively, you can contact us on **0800 072 0257**.

Getting help making a complaint

The staff at our Assessment Centres are trained to help you raise an issue. However, if you feel more comfortable asking somebody independent to make a complaint for you, you can speak to:

- a friend or family member
- Citizens Advice
- Welfare organisations

Please note that we can only respond to one of the people above if we have your written consent to do so.

Returning the feedback form at the back of this leaflet is the easiest way to give your consent, or you can give us a signed letter instead.

A step-by-step guide to our complaint process

If you decide you want to make a complaint, it's important to understand the process we use to address any problems you might have.

1. We receive your complaint and register it on our computer systems
2. Your allocated Complaints Handler will write to you to let you know we have received your complaint (within 2 working days)
3. We take all complaints seriously and review each one. We aim to respond to your complaint within 20 working days, including those we need to investigate in more detail. However, should our investigations take longer, you will be kept up to date by letter
4. You will be sent a Final Response letter, complete with the Complaint Handler's phone number. If you are satisfied with our response then no further action is required
5. If you disagree with our response please contact your Complaint Handler to tell us why you think we are wrong. A Senior Manager will then review your case to see if anything has been missed and start a further investigation if appropriate
6. We will contact you to explain the results of our review
7. Should you still be unhappy, we will send you a letter detailing what you can do next - this includes information on how to contact the Independent Case Examiner (ICE)

To find out more about what the ICE can do for you, please turn to the next page of this leaflet.

Requesting an independent review

If you've been through our complaints process, you've received a final response and you still aren't happy, you may ask the Independent Case Examiner (ICE) to look at your complaint or request that we make a referral to ICE on your behalf. The ICE will act as an impartial referee and if they think we should have done more to help you, they will ask us to put it right.

ICE must be contacted within 6 months of getting our final response and they must be sent a copy of your original complaint letter or email. You will not be asked to pay them for their services.

To get in touch with the Independent Case Examiner call

0800 414 8529 or go to www.ind-case-exam.org.uk.

Please note, ICE cannot look at anything to do with legal matters and government policy, nor will they look at benefit or maintenance decisions - you are able to appeal these elsewhere.

Need extra help reading our documents?

Should you need it, we can also provide this leaflet in an easy-to-access format. For example, you can ask us to give you the information in braille, in large print, on audio CD or on coloured paper. Please contact our Customer Service Centre to discuss.

About you

Title: _____ Surname: _____

Forename(s): _____

Date of birth: _____

National Insurance No:

If you are the claimant please give your contact details here.
Alternatively, if you are representing the claimant, please give your own contact details.

Address: _____

Telephone No: _____

Please tick and complete one of the following:

I am the claimant

Signature: _____ Date: _____

I am the claimant's representative

My full name: _____

My signature: _____ Date: _____

Please provide the claimant's authorisation here (to be completed by the claimant). I hereby consent for Serco to respond to the above named person in connection with this correspondence.

Claimant signature: _____

Please tell us your suggestions, comments, or complaints on the next page.

Tell us your suggestions, comments or complaints



Please continue on a separate sheet of paper if necessary

Tear off this form and hand it to the receptionist at any Consultation Centre, or send it in the post to: **Customer Experience Team, PO Box 668, Bristol, BS34 9NF**