

Department for Work and Pensions (DWP)
Central Freedom of Information Team

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 1560

Date: 2nd May 2017

Dear Ms Harriman,

Thank you for your Freedom of Information request received on 6 April 2017.
You asked

Thank you for your response to my question, FOI 693 - asking if someone has a problem claiming online and then calls to register a claim, how the date and time of the call can be proved - in which you confirmed that "Calls made outside of operating hours are not recorded as we do not have a recording facility"

This then leads to another question.

Can you provide any regulations or guidance which states how someone can provide evidence they have registered their intention to claim given that calls made outside of operating hours are not recorded?

Or is it that, should there be any dispute over when the intention to claim was registered, it would be a matter of a decision based on the balance of probability?

DWP Response

When the IT system is not available and someone tries, but fails, to make a claim they can request backdating when the system becomes available. We would be aware of the times the system is unavailable and so would accept the claimant's request.

Claims can also be made by telephone. If the claimant is unable to complete the claim during the call they have a month to come back with the correct information or to complete the claim. If that is done, then the date of claim will be the date of the phone call - that being 'the date of first notification of intention to make a claim'.

This only applies when there has been a phonecall - If there is no such call then the concept of an 'intention to claim' does not arise.

If the claimant has a disability then backdating can be considered. If none of the above apply then the claim would start from the next day when the claimant is able to make their claim.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central FoI Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to: DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745