

COMPLAINTS INFORMATION

FACTSHEET

You can put complaint into the assessment company through their website. You have a year and a day to take an appeal to court and can challenge if it is late with good reason. State location and name of the assessor and any altercations with DWP staff. This can be resolved by phoning the case worker for MP. All MP's have a direct line to the DWP.

deal with complaints within 15 working days; unhappy with Director General of Operations, then ask for Independent Case Examiner to investigate; still unhappy with the ICE's response, ask your MP to complain to Parliamentary and Health Service Ombudsman.

Write or call using the details below, make sure you include your name, National Insurance number and the date of your assessment.

In line with DWP, ATOS who now only offer email communications if it is a necessary adjustment for a claimant, and can be arranged through DWP. This is for data security reasons.

The best methods to get in touch is by phone, textphone or via video relay service, you can also write to them.

All of details can be found on website **mypipassessment.co.uk**.

- Tel: 0345 850 3322
- CEO email: thierry.breton@atos.net

Capita: <http://www.capita-pip.uk/>

Write or email using the details below, make sure you include your name, National Insurance number and the date of your consultation.

- Tel: 0808 178 8114
 - CEO: andy.parker@capita.co.uk
- <http://www.mypipassessment.co.uk>**