



Medical complaints

When you are applying for a benefit – for example, Employment Support Allowance (ESA) – you may have to go through a Work Capacity Assessment (WCA), so that the decision maker has more information available to help assess your entitlement. These assessments are routine, but sometimes people have felt they have cause for complaint.

If you are unhappy about the decisions made by the Department of Work and Pensions (DWP), you can ask them to look at their decision again. To do this, contact the office named at the head of your decision letter. Make sure you include your contact details, plus your National Insurance number and details of what went wrong, and what you want to happen to put it right.

The Health Assessment Advisory Service (Maximus) cannot change the decision of the DWP or request another assessment. However, if you have a complaint about how the face-to-face assessment was carried out, you should contact the Customer Relations Team.

**To contact
the Health Assessment
Advisory Service (Maximus)
Customer Relations Team:**

Tel: 0800 288 8777; Customer Relations Team, Health Assessment Advisory Service, Room 4E04, Quarry House, Quarry Hill, Leeds LS2 7UA; e-mail: customer-relations@chdauk.co.uk

**To contact
the DWP Independent
Case Examiner:**

Tel: 0345 606 0777 or 0845 606 0777; Independent Case Examiner, PO Box 209, Bootle, L20 7WA; email: ice@dpw.gsi.gov.uk

**To contact
Citizens Advice:**

Go to adviceguide.org.uk

What can I do if I am not happy with the response to my complaint?

If you are not happy with the response from the DWP, you can contact the Complaint Resolution Manager, who should contact you, usually by phone, to talk to you about your complaint. They will contact you again within 15 working days to tell you the outcome or when you can get a response.

If you remain dissatisfied with the response to your complaint and wish to use an ombudsman, contact Citizens Advice.



A R T H R I T I S C A R E

How Arthritis Care can help you

Want to talk to someone about your arthritis?
Or read more about the condition?

Call our free, confidential Helpline on 0808 800 4050 for information and support. We're open weekdays from 09:30 to 17:00 – we'd really like to hear from you.

We have over 40 free booklets and factsheets on various aspects of arthritis, from diet and surgery, to managing pain and fatigue. These can be sent to you in the post – just ask our Helpline staff for details.

Go online

You can download all our booklets and factsheets as PDFs from arthritiscare.org.uk/information

We also have an Online Community, where you can chat to others with arthritis, and can be reached at arthritiscareforum.org.uk



Arthritis Care and Arthritis Research UK have joined together to help more people live well with arthritis. Read how at arthritiscare.org.uk/merger. All donations will now go to Arthritis Research UK and be used to help people with arthritis live full and active lives in communities across England and Wales, Scotland, and Northern Ireland.

Thank you

Contact us

Our Helpline:

0808 800 4050

Our website:

arthritiscare.org.uk

Our offices:

England:

020 7380 6540

Northern Ireland:

028 9078 2940

Scotland:

0141 954 7776

Wales:

029 2044 4155

Social media:



@arthritis_care



facebook.com/arthritiscareuk



@arthritiscareuk

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Arthritis Care, Floor 4, Linen Court, London N1 6AD Registered Charity Nos. 207711 and SC041156.

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Please check our website for up-to-date information and reference sources or call 020 7380 6577.



Arthritis Care is a certified member of The Information Standard. This means that you can be confident that Arthritis Care is a reliable and trustworthy source of health and social care information.

320