



MERSEYSIDE
POLICE

Mr P Grace
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Our ref: GT/HN/9CXJVQ

Date: 29th October 2013

Dear Mr Grace

I would like to acknowledge and thank you for your recent letter, which was received in the office of the Chief Constable on 29 October 2013.

I have considered carefully the points you raise in the letter but I sincerely believe that this remains a matter between yourself and the Department of Work & Pensions. I appreciate that you feel very strongly about the case you make and that you are unhappy with the outcome of the Tier 1 complaint resolution.

The DWP complaints procedure is clear in what you should do if you are not satisfied with the response to an initial complaint – you should escalate it to Tier 2 of the process. This entails submitting your complaint to the Head of Debt Management. Details are provided on the following website –

<http://www.dwp.gov.uk/other-specialists/debt-management/our-customer-service-standard/if-things-go-wrong/>

I appreciate your frustration but I advise that you follow the proper procedure for resolving your complaint with the DWP. I do not feel that it is appropriate to commence a criminal investigation into this matter.

Yours sincerely

Detective Chief Inspector Gareth Thompson
Staff Officer to the Chief Constable