

Closure of Maladministration Complaints by the Independent Case Examiner (ICE)

For those of you who have received notification from the ICE that your Complaint of Maladministration has been closed here is a template letter to write to your MP.

We will update regarding this situation when more information is known.

[Your address]

[MPs name]

[Date]

Dear [MP's name]

I am writing to you as a constituent of [name of constituency].

I have recently received a letter from the Independent Case Examiner (ICE) stating that my case regarding a complaint I have made to the Department for Work and Pensions (DWP) has been closed. My complaint centres on the maladministration I believe occurred during implementation of state pension age changes following the Pensions Acts of 1995 and 2011.

As required, I have followed the correct procedure throughout the complaints process and after an unsatisfactory response from the DWP, took my case to the ICE.

The ICE states that my case has been closed because the High Court has granted permission for a Judicial Review to take place (please see copy letter attached).

I believe it is premature for the ICE to close my case at this stage and, in addition, I have an issue with the time they have taken to resolve my complaint. I request your help in pursuing both these matters, as indicated in the final paragraph of the letter from the ICE:

"If you remain dissatisfied with the service provided by this office, you may wish to approach a Member of Parliament to assist in referring your case to the Parliamentary and Health Service Ombudsman, whose contact details are..."

Please note, at this point I am not seeking your assistance in connection with my complaint of maladministration on the part of successive Governments. However, I am seeking your assistance to ascertain:

1. why the ICE has closed my case when the Judicial Review has not yet taken place (I believe it is scheduled for early June 2019). Therefore, the subject of my complaint is not yet undergoing any formal legal procedure. In any event, I understand the issue of maladministration will not be a main feature of the case as that issue is being dealt with by the Parliamentary and Health Service Ombudsman.
2. why it has taken this long for the ICE to deal with my case. The ICE's target is to resolve cases within 8 weeks of accepting them for examination (<https://www.gov.uk/government/publications/independent-case-examiner-service-standards/independent-case-examiner-service-standards-data>). However, the ICE accepted my case on [put date of acceptance] and [put in the amount of time] days/weeks have now passed since that date.

I would therefore ask that you take this matter up on my behalf.

Thanking you in anticipation of a reply at your earliest convenience.

Yours sincerely

[your name]