



Department  
for Work &  
Pensions



## Health Assessment Advisory Service Comments, complaints and suggestions

The Department for Work and Pensions (DWP) needs information about people claiming benefits. The purpose of the assessment is to understand how your illness or disability affects your daily life. The Health Assessment Advisory Service arranges and carries out assessments for the DWP. After the assessment the DWP makes the decision on your benefits claim. This leaflet explains:

- What to expect from us
- How to tell us when we've done something well or how we can improve
- How to make a complaint

**The Health Assessment Advisory Service  
is delivered on behalf of the DWP by**

**Centre for Health and  
Disability Assessments™**

Operated by MAXIMUS®

# Health Assessment Advisory Service: Our Commitment to You

We aim to provide you with the best service. Our Customer Charter is displayed in all of our Assessment Centres. More information is on our website at **[www.chdauk.co.uk](http://www.chdauk.co.uk)**

The Customer Charter is our commitment to:

- Treat all our customers fairly
- Make our process easy to understand
- Make our services easy to access
- Communicate in the way that is best for you
- Improve our service with your help
- Make it easy for you to give us feedback

We need to know if we have not met these commitments. We welcome your suggestions for improving our services. Your comments help us achieve this goal.

We also welcome compliments and we share them with the staff concerned.

# Health Assessment Advisory Service: What to Expect

## Who will carry out my assessment?

The Healthcare Professional doing your assessment is fully registered, qualified and approved.

## What happens at the assessment?

The Healthcare Professional will introduce themselves and tell you what they are going to do. Then they will ask you questions and listen carefully to your answers.

If you are having a Work Capability Assessment, the assessment questions may include:

- When your illness or disability started
- How your condition changes from day-to-day
- How it affects your daily life
- How it affects your mood and the way you behave
- How you cope with things from day-to-day

The Healthcare Professional will record information about your pain, fatigue and the medication you take.

Depending on your illness or disability and the type of assessment you are having, the assessment may include:

- A physical examination
- Blood pressure, sight, hearing or other tests
- Movements such as stretching, standing and bending

The Healthcare Professional will not ask you to make any movements that cause you discomfort. **If you are worried that certain movements may cause you pain, please tell the Healthcare Professional.**

## What will happen after my assessment?

The Healthcare Professional will complete a report and send it to the DWP. The DWP will use this report as one source of information when looking at your claim and making a decision about your benefits.

# Health Assessment Advisory Service: Contacting Us

## How do I make a comment, complaint or suggestion?

You can write, email or call us.

**Write to us.** Use the form at the back of this leaflet.

**Email us at [customer-relations@chda.dwp.gov.uk](mailto:customer-relations@chda.dwp.gov.uk)**

Please quote your name and National Insurance number.

**Call us.** Call Monday to Friday from 9am to 5pm and a Customer Relations Manager will be happy to call you back to discuss your concerns.

Telephone 0800 288 8777

## Who can help me?

Anyone at the Health Assessment Advisory Service can advise you about how to share feedback. In addition, other people who can help include the Citizens Advice Bureau, Welfare Rights Workers, and a friend or family member.

If someone else contacts us on your behalf, please remember to give your signed consent to that person. You can include it on the form at the end of this booklet or by a separate letter.

## What if I am unhappy about the benefit decision from the Department for Work and Pensions?

If you are unhappy about the decision made by the DWP, you may ask them to reconsider their decision. If you want to do this, please contact the office listed on your decision letter or call 0800 169 0310.

# Health Assessment Advisory Service: Complaints Process

## What will happen to my complaint about your service?

Our aim is to deal with your complaint fairly, consistently and in a timely manner. We will acknowledge receipt of your complaint within 2 working days.

We aim to respond to your complaint within 20 working days. Sometimes, our investigation may take longer because we may need to:

- Obtain a copy of the report or questionnaire from the office dealing with your claim
- Obtain information from the Healthcare Professional or other employees involved

We use information in complaints to improve our service and take any appropriate action. For example, if it is found the assessment report may contain inaccuracies we will notify the office dealing with your claim.

It is for the DWP to decide whether our findings change their decision about your benefit entitlement. The Health Assessment Advisory Service cannot change the decision of the DWP on your benefit or request a new assessment.

## What if I am not satisfied with your response to my complaint?

If you are not satisfied with our response to your complaint, please contact the Customer Relations Manager as soon as possible, explaining which parts of your complaint have not been addressed to your satisfaction.

They will arrange for a Senior Manager to review the investigation into your complaint and undertake a further investigation, if appropriate. Once this is completed the Customer Relations Manager will provide you with their findings.

Any concerns you raise will be investigated based on the information available to us at the time. Please see DWP's data retention policy on the government website GOV.UK for information on how long we are legally able to keep information under data protection laws.

# Health Assessment Advisory Service: Complaints Process

## Can I take my complaint further?

If you've been through all our complaints stages, received our final response and still aren't satisfied, you can ask the Independent Case Examiner to look at your complaint. You must contact them within 6 months of receiving our final response and send them a copy of our final response.

You can contact the DWP Independent Case Examiner at:

Independent Case Examiner  
PO Box 209  
Bootle  
L20 7WA

Email: [ice@dwp.gov.uk](mailto:ice@dwp.gov.uk)

To find out more, please see their website: [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk)

## 1. About You

Your surname	Title	First names
Date of birth	Phone number	
Address		
National Insurance number	Date of your assessment (if applicable)	

## 2. Your Representative

You do not need to choose an authorised representative, but if you do, this person can talk to us about your complaint, and help you with this form. We will then reply to them about your complaint.

Representative's name	Phone number
Address	

## 3. Sign Below

Your signature	Date
Signature of your representative	Date

Please provide comments, complaints and suggestions overleaf.

#### 4. Your Feedback

Write your comments and suggestions here:

*If you need more room to write, please use another sheet of paper.*

#### 5. Send This Form Back to Us

Tear off this form and hand it in or post to:

Customer Relations Manager  
Health Assessment Advisory Service  
Room 4E04, Quarry House  
Quarry Hill, Leeds  
LS2 7UA

