

where a customer incurs reasonable additional expenses in connection with the resolution of a complaint, a special payment may be made for the reimbursement of those additional costs. However, we would need to take into account if the customer's complaint was fully addressed but he or she continued to make unreasonable further representations.

Also, a payment for severe distress can be made but only in very exceptional circumstances where there has been significant deterioration in a customer's physical or mental health as a direct result of Departmental maladministration. A direct link between the error made and the impact upon health would need to be established bearing in mind that a customer being upset, angry or distressed by an error is not sufficient in itself to justify a special payment for severe distress. Mr Hossack would need to provide objective evidence of the impact of the error on his physical and/or mental health.

If Mr Hossack wishes to provide such evidence, he will need to forward this to Rosemary Thew at Jobcentre Plus, 2 Duchess Place, Hagley Road, Birmingham B16 8NS. Miss Thew will then arrange for his consolatory payment award to be reviewed.

Incidentally, Miss Thew has recently replied to four items of correspondence from Mr Hossack. She is unfortunately forced to reply to say that she is not prepared to continue with the repetitive exchange of correspondence that will not usefully add anything to the replies he has already received. However, she has offered to meet with Mr Hossack in the hope of bringing this matter to a conclusion.

If you feel it would be beneficial to discuss this case with Miss Thew in person, she can be contacted direct on 0121 452 5349 and would be happy to speak with you.

I hope this is helpful in clarifying the situation.

Yours sincerely

David Anderson

DAVID ANDERSON
CHIEF EXECUTIVE