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Mr Martin Hossack
92 Granville Drive
Kingswinford
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DY6 8LW

2 December 02

Dear Mr Hossack

I am replying to your recent telephone enquiries about progress on the issues you have raised with me and others over recent months.

In my letter to you of 22 October I had hoped that we had been able to offer sufficient assurance that no harassment has ever been intended by the Jobcentre Plus staff responsible for dealing with you. I hoped, too, that you would accept our apology for an inadvertent breach of Data Protection regulations, now that the issues you raise have been thoroughly investigated. As we have explained in previous correspondence the conclusion was that no further action could be taken in the absence of hard evidence that would support the allegations you continue to make.

SEE
LETTER
3rd April
2002

Please accept my further assurance that we treat all customer complaints seriously; however I have to tell you that we will be unable to take this matter any further unless our continuing internal investigations reveal evidence that substantiates your allegations. This process is thorough and is taking some time to complete; I will let you know the outcome in due course.

In the meantime you may if you wish take your case to the Parliamentary Commissioner for Administration (the Parliamentary Ombudsman) via your Member of Parliament.

Yours sincerely

Andrew Frost

