**[Insert your name and address]**

**[Insert National insurance number]**

**[Insert Date of birth]**

For the attention of the Universal Credit Department

**[Insert date]**

**[insert address]**

**-** **MALADMINISTRATION COMPLAINT -**

Dear Sir or Madam,

**Summary of issue**

I write to complain about the incorrect information I received from DWP staff regarding my claim for Universal Credit.

I was given the wrong information by DWP staff on my eligibility to make a claim for Universal Credit. I acted in good faith based on this advice and carried out the course of action recommended. Through no fault of my own this action was incorrect. Because of the incorrect advice I was not able to make a claim for Universal Credit and as such I have suffered a detriment.

**[Amend the above paragraph to reflect your own circumstances and provide details of when the DWP staff gave you the wrong information or advice.]**

**Grounds of complaint**

Based on the above I submit that your staff's actions amount to maladministration. Based on your own guidance maladministration refers to *“situations in which we have not acted properly or provided a poor service. For example: wrong advice, discourtesy, mistakes and delays.”*

Financial Redress for Maladministration Special Payment Scheme: Policy and Guiding Principles April 2012

As I received the wrong advice from your staff about my entitlement to claim Universal Credit this is a clear act of maladministration.

Additionally, I submit that you are in breach of your Customer Charter. As part of your Charter, you commit to providing customers with the correct information. This is not what happened in my case and as a result I have been put at a disadvantage.

**Steps you are required to take**

I would now ask that you pay me compensation so that I am put in the position I would have been in had I been given the correct advice and been able to make a claim for Universal Credit at the appropriate time. Please provide me with a response in **[insert your preferred format e.g. large print, audio or email etc.]** within 14 days from the date of this letter.

I give my authority for you to share this information with my MP **[insert the name of your local MP]** and I would ask that you send a copy of your response to their office.

Yours faithfully,

**[insert name]**

**[insert address]**

**[insert contact details and preferred format – e.g. phone and email address]**