

**Centre for Health and
Disability Assessments**

Operated by MAXIMUS

**Centre for Health and Disability
Assessments**

Customer Relations Team,
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www.chdauk.co.uk

21 February 2024

WinVisible
Crossroads Women's Centre
25 Wolsey Mews
London
NW5 2DX

Tel: 0300 086 3412

Email: customer-relations@chda.dwp.gov.uk

Ref:

Dear Ms [REDACTED]

RE:

Further to our most recent correspondence I am now in a position to respond to you.

Please accept my apologies for the delay in responding to your complaint, unfortunately, on this occasion the investigation took longer to complete than anticipated.

Firstly, I would like to sincerely apologise for the experience that you and Miss [REDACTED] have had with our service, I can assure you this is certainly not the service we aim to deliver.

I would like to address the experience that you had when emailing our Customer Relations Team as I can see that there were miscommunication regarding providing consent. A senior Manager has explained that when dealing with email enquiries from third parties they are not always aware whether authorisation has been previously issued, which is why they requested the authorisation. On reflection, the Customer Service Team will filter emails from repeat senders to see if any authorisation has already been provided.

Also, as common practice, the Customer Service Team ask third parties to refer to the email with the authorisation attached if they intend to send any further emails as a number of colleagues cover the Customer Relations inbox. This was an oversight on our part and I would like to sincerely apologise for this.

With reference to the MIND letter, the Senior Manager has explained that we have recently received correspondence from MIND but after checking the computer system, she was unable to locate a letter from MIND. However, as the letter was from Southwark Council not MIND therefore, she incorrectly assumed we had not received a letter directly from MIND. Again, please accept our apologies for this.

I am pleased to confirm that all of the available Medical Evidence has been reviewed by a Healthcare Professional and Miss [REDACTED] is no longer required to attend for an assessment at this time as the Healthcare Professional has supported her claim for benefit.

However, I would like to assure you that the administration errors that you have experienced with Miss [REDACTED] referral have been noted and reflected on to ensure that this does not happen again in the future.

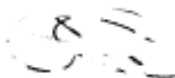
In regards to the delays, we do try keep any delays that we experience to a minimum and I am sorry for the delay that Miss [REDACTED], experienced with our service.

I apologise for any undue concern that has been caused on this occasion. I would like to thank you for taking the time to contact us with your concerns and for giving me the opportunity to investigate the issues you raised.

We have a second stage to the complaint process, which is outlined in the customer service booklet. If you would like your complaint escalating for review by a senior manager please write to or email me providing details of the aspects of this response with which you are unhappy.

We aim to provide a professional service at all times and I am very sorry that you have found the service provided of concern on this occasion.

Yours sincerely



Customer Relations Manager