

hone the home assessment had been refused now you are saying you tried to call and got no reply how can you change what you are saying so easy. But I am sure when you call a cut of number it beeps to show it is cut of and no longer in use.

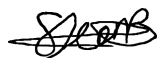
I was also told on the call that the DWP letter was wrong that had been sent to me stating about the missed date of assessment as being the 01/02/2018. I asked how is it wrong we had no knew dates for an assessment only the letter for the assessment of the 02/03/2018, they told us that a knew date had been made of the 18/02/2018 for us to attend the assessment centre that a letter had been sent to me and a text sent to my old phone number, I was shocked when we were told this, as no knew letters had come and they had not updated there system with my knew phone number.

I told the lady I was not happy with what had gone on and asked her for an email address for a complaint to be filled, we were told they don't have an email address to send a complaint in and that they would send a complaint file pack out to us to deal with the complaint which we are now waiting on.

i do not understand why this has happened if the paperwork for having my assessment recorded on the 02/12/2017 my assessment would have gone ahead on this date. I do not understand why my file was sent back to the DWP after this and a new date was not setup. I do not understand why when the DWP sent my file back to the assessment centre it was not looked at and a home assessment addressed at this time. I do not understand why there system was not updated with my new phone number, and I do not understand why the new letter for an assessment of the 18/02/2018 has never been received as it seems that is the only letter that seems to have gone missing. and it would seem that the DWP date of the 01/02/2018 is the only date they have on there system or why would that date be put on your letter dated the 15/03/2018.

I do believe that something has gone wrong at no fault of myself, and I do believe good cause has been laid out in this letter why I did not attend the assessment centre on the 01/02/2018 and that being that this date was cancelled by the assessment centre after a call was made to them regarding why it was not a home assessment. I have not failed to call the assessment centre at any point.

Regards



Deon Benjamin