

- JH653813B PIP.6000
- **Your reply**
- **Please tell us why you couldn't attend your consultation and why you couldn't contact us to re- arrange it. If you have recently moved address please provide your new address details.**

After my form was filled I got a date of the 02/12/2017 for a home assessment, the lady came on this date, but it seemed she did not bring the forms so that the assessment could be recorded, we were told a new date would be made for a home assessment and a letter sent to us in the post, it may take a little while to get the new date but one would come and the paperwork would be there this time to have it recorded, a recorded assessment was asked for and it was checked it was going to be recorded and we were told yes.

We waited for the new date and a letter came for an assessment for the 01/02/2018 but this was not a home assessment so a call was made and it seems a mistake was made so the request went in for the home assessment and we were told a new letter would come with the date.

About a week later a call was again made to check for any updates to the assessment centre, where my contact telephone number was also updated. We were told to wait for the letter with the new date we were not told on this date the home assessment was refused. We have never had a new date or letter form the assessment centre since the one dated for the 01/02/2018 which was cancelled by the assessment centre when the call was made to them to say about the home assessment.

After I got your letter dated the 15/03/2018 on the 23/03/2018 a call was made to the assessment centre on the 24/03/2018 to find out what was going on, Where we were told, it seemed after the home assessment date of the 02/12/2017 the file was sent back to the DWP I am not sure as to the reason why this happened as the assessment dated the 02/12/2017 never went ahead due to there fault with no paperwork for recording the assessment, I do not understand why the assessment centre did not do a new date for a home assessment and sent the file back to yourselves the DWP. The lady on the phone was not able to tell me the reason the file was sent back to the DWP and a new date not set.

The DWP sent back the file in January 2018 to the assessment centre and it was then the new assessment date of the 01/02/2018 was made without anyone looking into the home assessment until after the call was made asking why a home assessment was not due to take place this call was made before the 01/02/2018 assessment date to the assessment centre,

It seems also that my knew phone number was not updated in there system as the lady said on the phone that a call was made to me and I was told the home assessment was refused on the 01/02/2018 and the 02/02/2018, I stated at this time how could I have been told it had been refused my phone number was not updated with my knew phone number on your system so how did someone call me and tell me. The lady then said sorry we tried to call you and got no reply, we stated you just said I had been told via