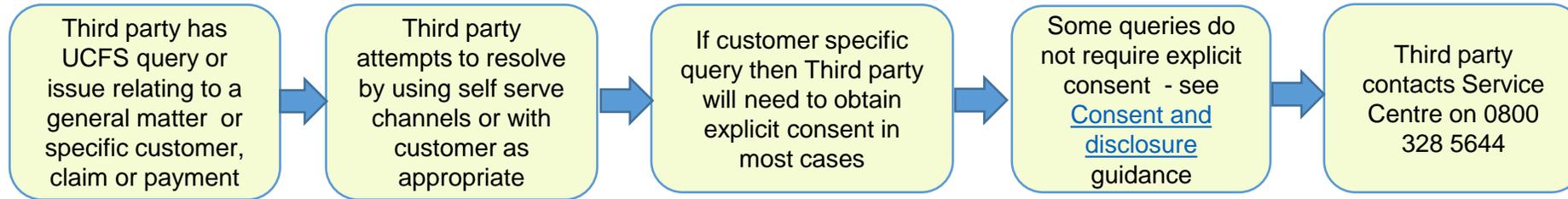
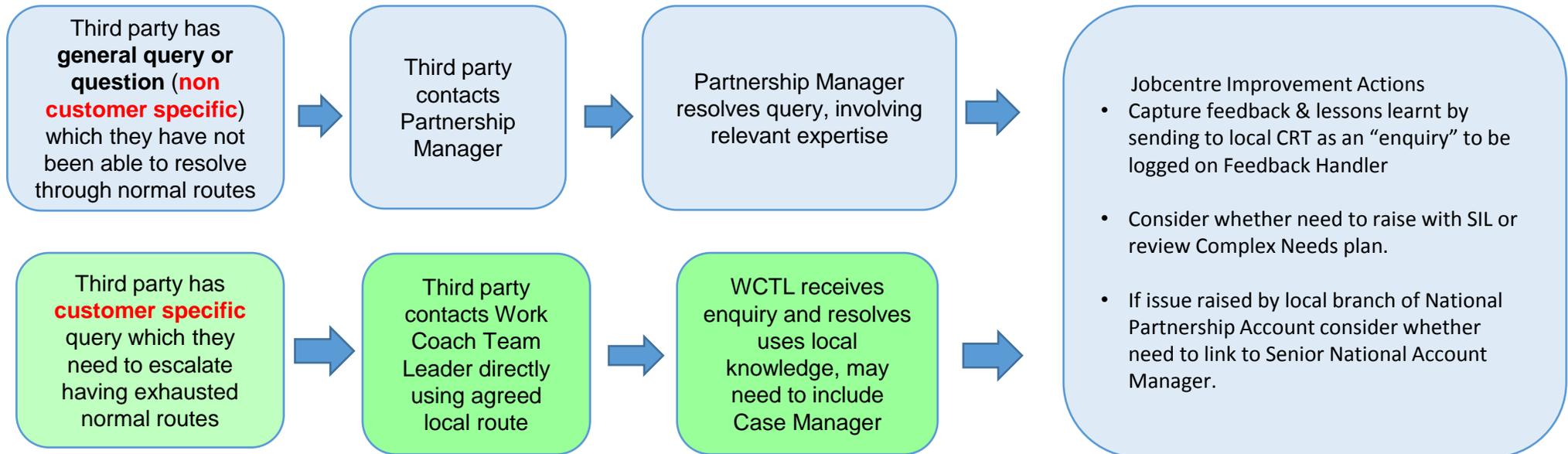


# Handling of UCFS Third Party escalations in local Districts



**If unresolved after taking steps as above then the third party raises with either the Partnership Manager or Work Coach Team Leader as per process below**

**\*\*Remember to consider handling through formal complaints process via CRT if issue constitutes a service complaint\*\***



## Claimant Escalation Routeway

<b>Working Age Benefits</b> (e.g. JSA, ESA, Income Support)	<ul style="list-style-type: none"> <li>Call Benefit Enquiry Line on <b>0800 169 0310</b></li> </ul>
<b>Universal Credit Live Service</b> (Non-Digital UC)	<ul style="list-style-type: none"> <li>Call the Universal Credit Live Service - Service Centre on <b>0800 328 9344</b></li> </ul>
<b>Universal Credit Full Service</b> (Digital UC)	<ul style="list-style-type: none"> <li>Digitally – via Journal Facility in UC Digital System</li> <li>Call the UCFS Service Centre on <b>0800 328 5644</b></li> </ul>

### Sources of information on UC for customers & partner organisations:

- Unsure if you are in UC Live or Full service? Use the [Citizens Advice eligibility checker](#) to find out
- [www.understandinguniversalcredit.gov.uk](http://www.understandinguniversalcredit.gov.uk) & [Universal Credit partner toolkit](#) - useful guides to UC for claimants and partners
- [www.youtube.com/channel/UC7Km4IXfVJB1n8SQUmkJD0Q](https://www.youtube.com/channel/UC7Km4IXfVJB1n8SQUmkJD0Q) - useful range of videos on UC full service

## Partner Organisation Escalation Routeway

- Please note – this escalation Routeway is used to support Partner Organisations/Providers – **please do not issue this to claimants** as they will only be directed into the Routeway above.
- For UCFS we usually need **Explicit Consent** from the claimant to talk to a provider/partner organisation. They can provide this via the Journal in their Digital Account or verbally to the Service Centre. They need to include the point of contact & name of organisation they give permission for us to speak to and details of the issue. For further details & examples of information which can be disclosed without explicit consent follow this link [Universal Credit consent and disclosure of information](#)

<b>General Queries &amp; Questions</b>	For generic queries that may affect multiple claimants <i>e.g. Does somebody need to claim UCFS if they move into this area?</i>	<ul style="list-style-type: none"> <li>Contact Local Partnership Manager</li> <li>Name – Jane Munro</li> <li>Telephone number 01309 542907</li> <li>E-mail – Jane.L.Munro@<a href="mailto:dwp.gsi.gov.uk">dwp.gsi.gov.uk</a></li> </ul>
<b>Individual Claimant queries or escalation</b>	<i>e.g. We are supporting Joe Bloggs who has not received his UC housing payments and is under threat of eviction, can you look into this so housing costs can be paid asap ?</i>	<ul style="list-style-type: none"> <li>Contact the local Work Coach Team Leader for the relevant claimants office and benefit (see Page 2)</li> </ul>
<b>Complaints</b>	If a claimant has a complaint about DWP they can complain by phone, in person, or in writing	<ul style="list-style-type: none"> <li><a href="#">How to complain</a></li> </ul>



# Moray Cluster Organisation Chart

