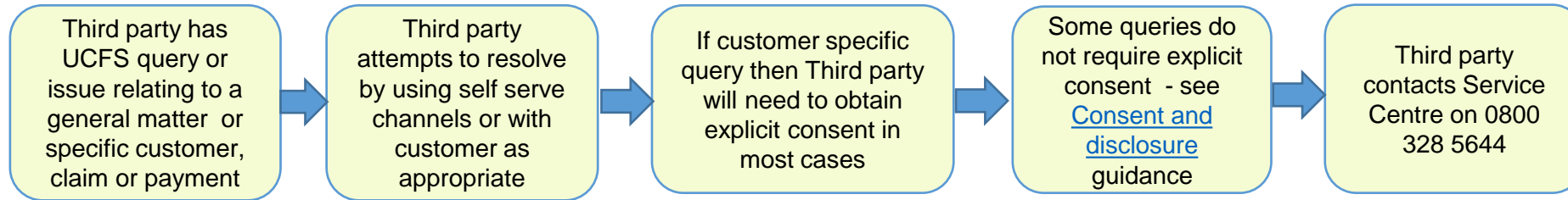
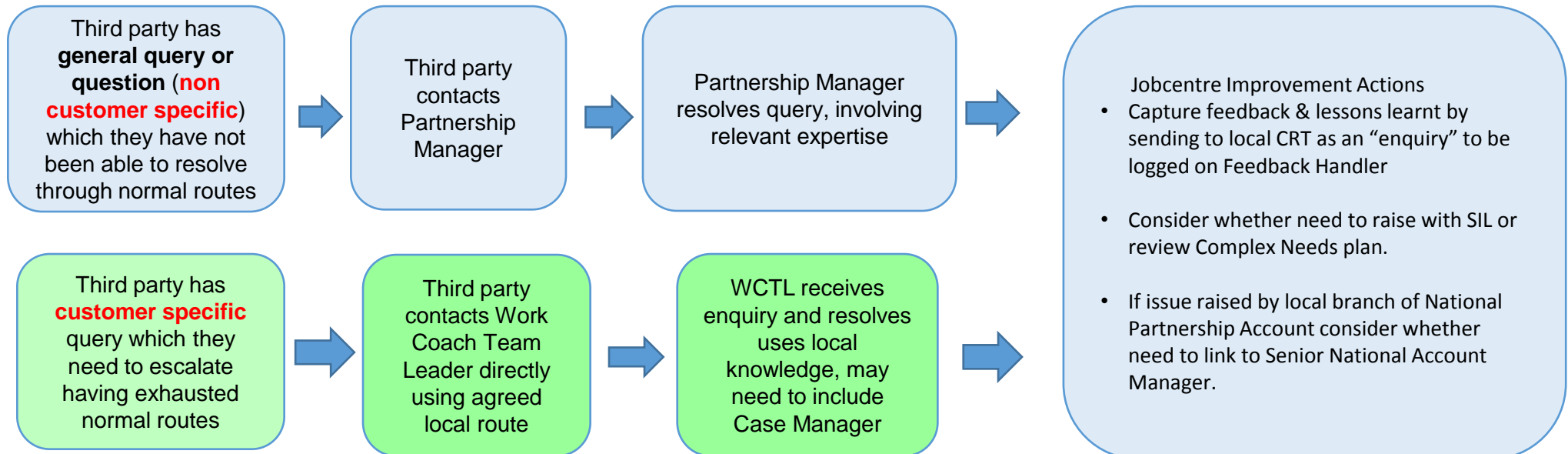


Handling of UCFS Third Party escalations in local Districts



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

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

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 & [Universal Credit partner toolkit](#) - useful guides to UC for claimants and partners
- 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](#)

General Queries & Questions	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"> Contact Local Partnership Manager Name – Jane Munro Telephone number 01309 542907 E-mail – Jane.L.Munro@dwp.gsi.gov.uk
Individual Claimant queries or escalation	<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"> Contact the local Work Coach Team Leader for the relevant claimants office and benefit (see Page 2)
Complaints	If a claimant has a complaint about DWP they can complain by phone, in person, or in writing	<ul style="list-style-type: none"> How to complain

Moray Cluster Organisation Chart

