

Complaints about Department for Work and Pensions medical examinations 1

Sometimes you might be asked to undergo a medical examination so that the decision maker has more information available to make his or her decision. Usually these are routine, but sometimes people have felt they have cause for complaint.

There are a number of steps you can follow if you want to make a complaint about a doctor who has carried out a medical examination on behalf of the Department for Work and Pensions (DWP), or about facilities or conduct of a medical examination. Medical Services organise medical assessments on behalf of DWP.

If you are not happy with the way the medical assessment was carried out, you can complain to Medical Services. The complaints procedure should be explained in the letter you receive about your medical assessment.

You can also complain to the approved healthcare professional at the time of the assessment. If they cannot resolve the problem, they will give you a brochure explaining the formal complaints procedure.

If the problem persists and involves maladministration – for example, bias, prejudice, muddle, unreasonable delay or failure to follow or have proper procedures and rules – you can complain to the Ombudsman who can examine the way that the medical examination was conducted, for example, if the doctor was rude or insensitive.

If the Ombudsman upholds your complaint they will expect the body against which you have complained to provide you with some remedy. This may be an apology, a change in procedure, financial compensation or a combination of these.

Citizens Advice can give you more information on how to use an ombudsman – www.adviceguide.org.uk

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Where can I get more information and support?

Arthritis Care is the UK's largest charity working with and for all people who have arthritis.

We are here to help you make positive choices through our information, website, self-management training, and professional helpline. Call the free helpline for confidential support on 0808 800 4050 (10am-4pm weekdays) or email: Helplines@arthritiscare.org.uk

You can find support from others with arthritis by joining our online discussion forums.

We rely on donations to fund our vital work in supporting people living with arthritis. If you would like to make a contribution, please phone us on 020 7380 6540 or you can donate online.

www.arthritiscare.org.uk

Our factsheets are reviewed every 18 months. Please check our website for up to date information and reference sources or call 020 7380 6577.

Last reviewed: April 2010

Note

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Contact us

For confidential information and support about treatments, available care and adapting your life, contact the Arthritis Care Helpline

Freephone: 0808 800 4050

10am-4pm (weekdays)

Email: Helplines@arthritiscare.org.uk

For information about Arthritis Care and the services we offer, contact us at: **www.arthritiscare.org.uk**

You can also talk to other people who are living with arthritis, through the discussion forums on our website.

Arthritis Care UK office and England regional services:

Tel: 020 7380 6500

Central England email: CentralEngland@arthritiscare.org.uk

North England email: NorthEngland@arthritiscare.org.uk

South England email: SouthEngland@arthritiscare.org.uk

Arthritis Care in Northern Ireland

Tel: 028 9078 2940

Email: Nireland@arthritiscare.org.uk

Arthritis Care in Scotland

Tel: 0141 954 7776

Email: Scotland@arthritiscare.org.uk

Arthritis Care in Wales

Tel: 029 2044 4155

Email: Wales@arthritiscare.org.uk