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The Independent Case Examiner
PO Box 209
Bootle
L20 7WA

31st January 2017

Dear Sir/Madam,

I am writing to escalate my complaint about Access to Work in line with the DWP complaint policy.

[Short explain:

* What is your job?
* What support did AtW give you before they change things?
* If AtW support before was good, and means you can work well, tell them how it help you well.]

I received a new funding offer from AtW on 20th October 2016 that was significantly lower than my previous level of support.

I asked AtW to reconsider their offer, and explained why it would not meet my needs. I also explained why I had used less support in the previous award period and why this did not mean that I needed less support. AtW did not address those issues in their reconsideration of my award. They simply repeated that they could not award me more support than I had previously used.

I would like AtW to properly reconsider their offer of support, and to give an explanation for their decision that answers the concerns I have raised. I would also like an apology and an explanation as to how AtW will get this right in the future.

I have enclosed copies of all correspondence between me and AtW.

Yours faithfully,

Jane Smith