# District Managers Contact Details:

## Scotland

| **District** | **District Manager** | **Email address** |
| --- | --- | --- |
| North of Scotland | Carol Dutch | [carol.dutch@dwp.gsi.gov.uk](mailto:carol.dutch@dwp.gsi.gov.uk) |
| Central Scotland | Etta Wright | [etta.wright@dwp.gsi.gov.uk](mailto:etta.wright@dwp.gsi.gov.uk) |
| East and South East Scotland | John Reid | [john.1.reid@dwp.gsi.gov.uk](mailto:john.1.reid@dwp.gsi.gov.uk) |
| West of Scotland | Catriona Morton | [catriona.morton@dwp.gsi.gov.uk](mailto:catriona.morton@dwp.gsi.gov.uk) |

## Wales

| **District** | **District Manager** | **Email address** |
| --- | --- | --- |
| North and Mid Wales | John Bisby | [john.bisby@dwp.gsi.gov.uk](mailto:john.bisby@dwp.gsi.gov.uk) |
| South West Wales | John-Mark Frost | [john-mark.frost@dwp.gsi.gov.uk](mailto:john-mark.frost@dwp.gsi.gov.uk) |
| South East Wales | Bernadette Jones | [bernadette.jones@dwp.gsi.gov.uk](mailto:bernadette.jones@dwp.gsi.gov.uk) |

## Central England

| **District** | **District Manager** | **Email address** |
| --- | --- | --- |
| East Anglia | Julia Nix | [julia.nix@dwp.gsi.gov.uk](mailto:julia.nix@dwp.gsi.gov.uk) |
| Nottingham, Lincolnshire and Rutland | Graham Sheppard | [graham.sheppard@dwp.gsi.gov.uk](mailto:graham.sheppard@dwp.gsi.gov.uk) |
| Leicestershire and Northamptonshire | Nigel Kimpton | [nigel.kimpton@dwp.gsi.gov.uk](mailto:nigel.kimpton@dwp.gsi.gov.uk) |
| Birmingham and Solihull | Hilary Govier | [hilary.govier@dwp.gsi.gov.uk](mailto:hilary.govier@dwp.gsi.gov.uk) |
| Black Country | Helene Dearn | [helene.dearn@dwp.gsi.gov.uk](mailto:helene.dearn@dwp.gsi.gov.uk) |
| Midland Shires | Phil Higginson | [phil.higginson@dwp.gsi.gov.uk](mailto:phil.higginson@dwp.gsi.gov.uk) |
| Mercia | Claire Hindson | [claire.hindson1@dwp.gsi.gov.uk](mailto:claire.hindson1@dwp.gsi.gov.uk) |

## London and the home counties

| **District** | **District Manager** | **Email address** |
| --- | --- | --- |
| Bedfordshire and Hertfordshire | James Snelling | [james.snelling@dwp.gsi.gov.uk](mailto:james.snelling@dwp.gsi.gov.uk) |
| East London | Fergus Grant | [fergus.grant1@dwp.gsi.gov.uk](mailto:fergus.grant1@dwp.gsi.gov.uk) |
| South London | Hazel Renwick | [hazel.renwick@dwp.gsi.gov.uk](mailto:hazel.renwick@dwp.gsi.gov.uk) |
| North London | Theresa Wootten | [theresa.wootten@dwp.gsi.gov.uk](mailto:theresa.wootten@dwp.gsi.gov.uk) |
| West London | Brian Menzies | [brian.menzies@dwp.gsi.gov.uk](mailto:brian.menzies@dwp.gsi.gov.uk) |
| Kent | Sarah Kennett | [sarah.kennett@dwp.gsi.gov.uk](mailto:sarah.kennett@dwp.gsi.gov.uk) |
| Essex | Rick Rhodes | [rick.rhodes@dwp.gsi.gov.uk](mailto:rick.rhodes@dwp.gsi.gov.uk) |

## North-east England

| **District** | **District Manager** | **Email address** |
| --- | --- | --- |
| Northumberland, Tyne and Wear | Joanne Jobling | [joanne.jobling@dwp.gsi.gov.uk](mailto:joanne.jobling@dwp.gsi.gov.uk) |
| Durham and Tees Valley | Sindy McCauley | [sindy.mccauley@dwp.gsi.gov.uk](mailto:sindy.mccauley@dwp.gsi.gov.uk) |
| West Yorkshire | Sue Soroczan | [sue.soroczan@dwp.gsi.gov.uk](mailto:sue.soroczan@dwp.gsi.gov.uk) |
| North, East Yorkshire and the Humber | Jo Corrney | [jo.corney@dwp.gsi.gov.uk](mailto:jo.corney@dwp.gsi.gov.uk) |
| South Yorkshire | Sharon Thorpe | [sharon.thorpe@dwp.gsi.gov.uk](mailto:sharon.thorpe@dwp.gsi.gov.uk) |

## North-west England

| **District** | **District Manager** | **Email address** |
| --- | --- | --- |
| Cumbria and Lancashire | Carla Passarello | [carla.passarello@dwp.gsi.gov.uk](mailto:carla.passarello@dwp.gsi.gov.uk) |
| Greater Manchester | Tim Haworth | [tim.haworth@dwp.gsi.gov.uk](mailto:tim.haworth@dwp.gsi.gov.uk) |
| Cheshire | Catherine Hollingworth | [catherine.hollingworth@dwp.gsi.gov.uk](mailto:catherine.hollingworth@dwp.gsi.gov.uk) |
| Merseyside (including Halton) | Peter Jamieson | [peter.jamieson@dwp.gsi.gov.uk](mailto:peter.jamieson@dwp.gsi.gov.uk) |

## Southern England

| **District** | **District Manager** | **Email address** |
| --- | --- | --- |
| Berkshire, Surrey and Sussex | Jacki Monroe | [jacki.monroe@dwp.gsi.gov.uk](mailto:jacki.monroe@dwp.gsi.gov.uk) |
| Devon, Cornwall and Somerset | Michelle Maslen | [michelle.maslen@dwp.gsi.gov.uk](mailto:michelle.maslen@dwp.gsi.gov.uk) |
| Greater Wessex | Sarah Carhart | [sarah.carhart@dwp.gsi.gov.uk](mailto:sarah.carhart@dwp.gsi.gov.uk) |
| Avon, Severn and Thames | Sandra Creavin | [sandra.creavin@dwp.gsi.gov.uk](mailto:sandra.creavin@dwp.gsi.gov.uk) |

# Complaints & Resolution Teams (CRT)

## England

|  |  |
| --- | --- |
| London and Essex East London, North London, South London, West London, Essex | [LHC.CRTTeam1@dwp.gsi.gov.uk](mailto:LHC.CRTTeam1@dwp.gsi.gov.uk) |
| South West and South East Avon, Somerset and Gloucestershire, Devon and Cornwall, Dorset, Hampshire, Wiltshire and Isle of Wight, Kent, Surrey and Sussex, Bedfordshire and Hertfordshire, Buckinghamshire, Oxfordshire and Berkshire | [Seg.operationscorrespondenceteam1 @dwp.gsi.gov.uk](mailto:Seg.operationscorrespondenceteam1@dwp.gsi.gov.uk) |
| West Midlands Birmingham and Solihull, Black Country, Mercia | [WESTMIDLANDS.CRT@DWP.GSI.GOV.UK](mailto:WESTMIDLANDS.CRT@DWP.GSI.GOV.UK) |
| North East Midlands and East Anglia Midland Shires, Nottinghamshire, Midland shire and Rutland, East Anglia, Leicestershire and Northamptonshire | [N-EMIDLANDS.CRT@DWP.GSI.GOV.UK](mailto:N-EMIDLANDS.CRT@DWP.GSI.GOV.UK) |
| North East and North Central Durham and Tees Valley, North Yorkshire and Humber, Northumberland, Tyne and Wear, West Yorkshire, South Yorkshire, Cumbria and Lancashire | [NEE.CRTNORTH@DWP.GSI.GOV.UK](mailto:NEE.CRTNORTH@DWP.GSI.GOV.UK) [NEE.CRTSOUTH@DWP.GSI.GOV.UK](mailto:NEE.CRTSOUTH@DWP.GSI.GOV.UK) |
| North West Merseyside, Greater Manchester, Cheshire | [NORTHWEST.COMPLAINTSRESOLUTIONSTEAM1 @DWP.GSI.GOV.UK](mailto:NORTHWEST.COMPLAINTSRESOLUTIONSTEAM1@DWP.GSI.GOV.UK) |

## Wales

|  |  |
| --- | --- |
| Wales North and Mid Wales, South East Wales, South West Wales | [WALES.COMPLAINTSRESOLUTIONTEAM @DWP.GSI.GOV.UK](mailto:WALES.COMPLAINTSRESOLUTIONTEAM@DWP.GSI.GOV.UK) |

## Scotland

|  |  |
| --- | --- |
| All Scotland | [SCOTLAND.COMPLAINTSRESOLUTIONTEAM1 @DWP.GSI.GOV.UK](mailto:SCOTLAND.COMPLAINTSRESOLUTIONTEAM1@DWP.GSI.GOV.UK) |

## Stage 2 Complaints

[Correspondence@dwp.gsi.gov.uk](mailto:Correspondence@dwp.gsi.gov.uk) – a single address covering the whole of operations.

This is effectively the Director General’s support staff you’re writing to. Remember to put the details into the body of the e-mail, rather than the subject matter.

## Independent Case Examiner

At stage 3, the first truly independent stage, complaints are referred to the Independent Case Examiner (ICE). To make an ICE referral, you must wait for the DWP’s formal response to your stage 2 complaint. Without that letter, usually signed by a DWP Director you can progress the case any further. Details of ICE and how to make the complaint can be found by going to the [Independent Case Examiner (ICE)](https://www.gov.uk/government/publications/how-to-take-a-complaint-to-the-independent-case-examiner/how-to-bring-a-complaint-to-the-independent-case-examiner) (at https://www.gov.uk/government/publications/how-to-take-a-complaint-to-the-independent-case-examiner/how-to-bring-a-complaint-to-the-independent-case-examiner)