

From the Ombudsman **Robert Behrens CBE**  
William Wragg MP  
Chair, Public Administration and Constitutional Affairs Committee



**Sent by email**

[pacac@parliament.uk](mailto:pacac@parliament.uk)

21 December 2022

Dear William,

Thank you for your letter of 14 December 2022 seeking clarity about our ongoing investigation into DWP's communication of changes to women's State Pension age and associated issues, following on from our recent evidence session.

You asked to be updated on:

- whether any decisions around financial remedy have been taken or communicated to those affected
- whether there have been any changes in the expected timeline for the final report
- whether there have been any changes in who will be eligible for compensation.

### **Decisions around financial remedy**

We have not yet made any final decisions about remedy. On 8 December 2022, we shared our *provisional views* about remedy with DWP, all complainants, their MPs and other representatives. The provisional views set out how we make decisions about remedy and our current thinking about what DWP should do to 'put things right' and to help prevent failings from happening again. In line with our usual process, we will consider any comments we receive on these provisional views from both DWP and complainants before finalising our view. Once this has happened, we will publish our full summary report, which will cover the findings from all three stages.

We ask that all correspondence containing provisional views is kept private, in line with the requirements of our legislation, as our views can change once we have considered feedback from all parties to the investigation. Unfortunately, this request has not always been observed, with information being put prematurely into the public domain. I attach a copy of a letter sent by Amanda Amroliwala to Ronnie Cowan MP following the recent evidence session, which explains why she gave the responses she did in respect of certain aspects of Stage 2 of our investigation, which was not final at the time of the hearing.



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In respect of Stage 3 of the investigation, when deciding on an appropriate remedy, we are led by the evidence from the previous two stages of the investigation. We then apply our guidance on financial remedy, including our [Severity of Injustice scale](#). If we recommend DWP pays the sample complainants financial remedy for the impact maladministration in its communication about State Pension had on them, we will ask DWP to also pay remedy to anyone else affected in the same way as the sample complainants.

### Expected timeline for the final report and next steps

We still intend to conclude the full investigation within the first three months of 2023.

In the months after concluding the investigation, we will be producing a report that will recommend improvements to the way that future pensions changes are communicated to the people they affect. It is essential that Government enables people to make timely and informed financial decisions about their retirement given the complexity of many pensions changes and how they affect individuals differently.

Once the investigation is concluded, I look forward to updating you on the progress of this work at our next bilateral meeting.

Your sincerely,

Rob Behrens

Rob Behrens CBE  
**Ombudsman and Chair**  
Parliamentary and Health Service Ombudsman

enc. Letter of 5 December



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