



Department
for Work &
Pensions



Adran Gwaith
a Phensiynau

Mr Daniel Kiska
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DWP Complaints Team
DWP Complaints
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Our Ref: ENQ2025/47783

5 November 2025

Dear Mr Kiska,

Thank you for your correspondence of 22 May 2025 about your Universal Credit (UC). As a Complaints Resolution Manager, I have been asked to respond, and I apologise for the delay in doing so.

You express dissatisfaction with the decision made in respect of your UC entitlement and are unhappy with the time it is taking to complete a mandatory reconsideration (MR) of our decision.

I am sorry to learn of the difficulties experienced. We have investigated this case, and I am now in a position to respond.

Our records show you and your partner made a joint claim to UC on 5 October 2018 and on 23 November 2018 we decide you are habitually resident in the UK and eligible for UC as an EEA worker.

On 4 October 2024 we reviewed our Habitual Residence Test (HR) decision of 23 November 2018 and decided you cannot be considered habitually resident in the UK. We determined you did not have the right to reside from 5 November 2018.

On 7 October 2024 you asked us to look again at this decision and requested a MR. The following day we uploaded a letter to your journal advising you have been overpaid £11,690.10 for the period 5 May 2019 to 4 September 2024 which you must repay, and we closed your claim.

As requested we uploaded a written statement of reasons to your journal on 15 October 2024. We completed your MR on 9 June 2025 and after considering all the evidence, the original decision was upheld.

You and your partner made a new claim to UC on 7 February 2025. On 24 February 2025 we decided you have the right to reside and are habitually resident in the UK as EU settled status.

On 4 July 2025 you submitted an appeal with HM Courts and Tribunals Service (HMCTS). As part of the appeal submission process we looked again at the evidence you provided and the decision was revised in your favour, and your appeal was lapsed.

On 16 July 2025 we backdated your claim to 5 October 2024 and issued arrears. We notified Debt Management of the revised decision and asked them to cancel the overpayment and issue any monies already repaid.

I am sorry if any of our processes have caused problems for you as this certainly was not the intention. I do recognise that some dealings with us can sometimes be stressful. However, there are certain conditions attached to claiming all benefits and it is our role to administer these benefits within the set regulations.

If you wish to complain about government policy, you can send an email to publiccorrespondence@cabinetoffice.gov.uk or in writing to Public Correspondence Team, Cabinet Office, 70 Whitehall, London SW1A 2AS.

Changes to legislation can only be made by lobbying parliament for change. Details of how to lobby for change can be found by visiting www.parliament.uk/get-involved/contact-an-mp-or-lord/lobbying-parliament/

Thank you for allowing me to clarify the situation.

Yours sincerely,

A Murphy

Alison Murphy
Universal Credit Complaints Resolution Manager

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at www.gov.uk

We have many different ways we can communicate with you

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on www.gov.uk

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

If you call landline numbers, they cost no more than a standard geographic call, and usually count towards any free or inclusive minutes in your landline or mobile phone contract.