



Department for Work and Pensions

Ms Noelle Rawe

The Pension Service  
London Pension Centre  
PO BOX 4  
Gateshead  
NE92 1BQ

- See my letters to Pension SRVC.  
- 15.04.12  
- 09.05.12  
- Its 25.04.12 letter

Customer Service Team

Telephone 0191 61 36108  
Fax 0191 61 38 173  
Textphone 0845 60 60 285

Date 18 May 2012

Dear Ms Rowe

About your recent complaint

Thank you for your letter of 15 May 2012.

My letter is dated 9 May and this letter ignores its content.

I am currently investigating your complaint and have tried to contact you by telephone to discuss your concerns and provide you with a response. However, I have not been able to speak with you. (A)

Please contact me by telephone as it is often easier to resolve complaints by telephone. My telephone number is 0191 613 8159. (B)

I regret that the original birth certificate you sent us has not been returned to you as it should have been. In an effort to locate your Birth certificate we have conducted a thorough search. However, I am sorry to report that we have been unable to locate it. Therefore, we are not able to return the original certificate to you.

The Pension Service will reimburse you for any costs you incur in replacing the certificate on receipt of proof of the costs incurred. (C)

When you obtain a copy of the certificate, please send proof of purchase in the Stamped Address Envelope I have enclosed to the following address, and I will arrange for the costs to be refunded.

I am sorry that you did not receive the level of service that you should rightly expect from this office. It is clear that with a greater degree of care the difficulties you have experienced could have been avoided. Please accept my apologies for this.

A. No message received.  
B. Nothing to discuss; return my BIRTH certificate.  
Their objective: they will record the conversation hoping to hear that I am upset -

from which they will get their kick.  
(C) Note the nerve!  
Are 'Dear Mr LADSKY' at all in the MASONIC MAPA too LAZY to also get the Address?

TORS  
OPLE

## **Where to get more information**

If you would like more information about anything in this letter, please contact this office using the telephone number or address at the top of this letter.

Yours sincerely

---

  
**Ellen Pounds**  
**Complaint Resolution Manager**

Website [www.direct.gov.uk/pensions](http://www.direct.gov.uk/pensions)

Email [Londonpensioncentrenewcastle@thepensionservice.gsi.gov.uk](mailto:Londonpensioncentrenewcastle@thepensionservice.gsi.gov.uk)