

E.A.O. Deputy Robert Ward.
Scrutiny Panel.

E
T:

25/7/2023.

Dear Deputy Ward.

I am writing to you regarding the BBC Channel news broadcast of Monday 17th July where it was brought to my attention of other islanders experiencing difficulties with CUSTOMER & LOCAL SERVICES regarding underpayments & overpayments from this department.

I enclose relevant documents that prove I have experienced this on 8 occasions from 2018 — 2023 (Five overpayments and three underpayments)

I also enclose documents which I have labelled 1-6 for your perusal.

Please could you examine these documents relating to docs where I was made aware I had suffered an overpayment of £ [REDACTED] due to an error by the department payable until July 2024.

cont/d...

I am 100% convinced this is incorrect.
I participated in a Telephone LTIA medical
on 17th March 2020 yet in document 3 it
states I did not want a telephone medical
which is completely untrue.

After this Telephone Medical my
Percentage was dropped to 20% so I asked for
a redetermination and consequently had another
Telephone Medical on ~~April 2020~~ 13th August 2020
(This took 5 Months due to the pandemic)

As you can quite clearly see in
document 3 page 2 I was awarded 40%
from 13 August 2020 to 18 August 2021
Again document 4 states 40% from
19th August 2021 to 9 February 2022.

Therefore doc 5 2/3/2022 absolutely
make no sense to me at all.

I have questioned this many times
through emails and telephone calls but
the department maintains this is correct.

I was diagnosed with [REDACTED] in February
2021 and began chemotherapy on 25/3/21 this
took 6 months and have been having
maintenance treatment for the last 2 years

So I just gave up with them as I had
enough to cope with. I did email [REDACTED]
[REDACTED] at Income Support and she reduced
the payment from 28 pw to 14pw which I
cont/d...

am still paying to date. I did also email her on a few occasions and expressed I did not agree with this but had no reply.

I wonder if you would be so kind as to investigate this on my behalf

I give full disclosure to my data and if you need anything else please do not hesitate to contact me.

I apologise for all the scribbling on the paperwork but as you can imagine I found it very difficult to make sense out of it.

Kindest Regards.

