

1) The total number of complaints DSA received in 2010/11 split by first stage, second stage and those that had progressed to the Independent Complaints Assessor (ICA).

2) Please also supply the findings of the ICA in the cases which have progressed to that stage.

In the table below, you can find the number of complaints that we received in 2010/11 broken down by first and second stage.

2010/11	
Stage of complaint	Number of complaints received
First stage	7,648
Second stage	1,535

Six complaints progressed to the ICA; the ICA concluded that four of the complaints were not upheld and two of which were upheld. After reviewing the report that the ICA gave on each of the six complaints, the reports concluded that:

- of the four cases that were not upheld, all were not upheld in full
- of the two cases that were upheld, one was partially upheld and the other was fully upheld

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