

1) The number of complaints received in 2009 logged on DSA's correspondence monitoring systems against disputed decision, conduct of test and conduct of examiner. Also based on information held centrally, whether the complaint was upheld, not upheld or a compromise was reached.

You can find information on the number of complaints received in 2009 logged on our correspondence monitoring systems against disputed decision, conduct of test and conduct of examiner at

<http://www.dft.gov.uk/dsa/General.asp?nc=CJTK&id=17467&cat=748> You can also find information on the outcome of those complaints, where information was held centrally, at this link.

This information is therefore exempt under section 21 (information accessible by other means) of the Freedom of Information Act. A full breakdown of this exemption can be found at Annex B.

2) The number of complaints received in 2010 logged on DSA's correspondence monitoring systems against disputed decision, conduct of test and conduct of examiner.

In the table below, you can find the number of complaints received in 2010 logged on our correspondence monitoring system against disputed decision, conduct of test and conduct of examiner. We have also split this information into first stage and second stage complaints.

2010 calendar year		
Nature of complaint	Number of first stage complaints received	Number of second stage complaints received
Conduct of examiner	552	156
Conduct of test	309	34
Disputed decision	851	200

You can information on our complaints procedure at <http://www.dft.gov.uk/dsa/Category.asp?cat=664>

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