

For the years 2009/10 and 2010/11:

1. The number of employee grievances received by the DSA
2. The number of grievances which were upheld
3. The number of grievances which were not upheld
4. The number of appeals against grievance decision
5. The number of appeals which were upheld
6. The number of appeals which were not upheld

The table below shows details of grievance cases and appeals against grievance cases received in the last two financial years:

Year	Grievances			Grievance appeals		
	Received	Upheld	Not Upheld	Received	Upheld	Not Upheld
2009/10	16	4	5	6	0	6
2010/11	14	5	5	5	1	4

Please note that some cases were resolved informally or withdrawn after receipt by DSA

7. The number of claims of bullying and harassment/breach of dignity at work policy received

8. The Number of claims upheld

In 2009/10 we received five claims, of which two were upheld. In 2010/11 four claims were received and 2 were upheld.

9. The number of employment tribunal claims received by the DSA

10. The number of employment tribunal claims which were defended by the DSA

11. The number of employment tribunal claims which were settled by the DSA

12. The number of employment tribunal claims which were lost by the DSA

13. The number of employment tribunal claims which were won by the DSA

The table below shows details of employment tribunal (ET) case received by DSA for the last two financial years

Year	ET claims received	Defended by DSA	Settled by DSA	Cases lost	Cases won
2009/10	18	13	5	1	4
2010/11	18	16	2	1	0

Please note that some of these cases are ongoing and some will have been withdrawn.

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents supplied by the Driving Standards Agency will be protected by Crown Copyright. Most Crown copyright information can be re-used under the Open Government Licence (<http://www.nationalarchives.gov.uk/doc/open-government-licence/>). For information about the OGL and about re-using Crown Copyright information please see The National Archives website - <http://www.nationalarchives.gov.uk/information-management/uk-gov-licensing-framework.htm> .

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party see the Intellectual Property Office's website at www.ipo.gov.uk.