

Annex A

our ref : IA/00068/11

Will you please send me information on the number of complaints that have been made by DSA's customers about the internet booking system for the last three financial years including the present financial year? Please provide any categories and figures for each month of these years.

You can find details of the number of complaints received about our internet booking system in the table below. The information provided is from complaints logged on our correspondence monitoring system about the internet booking system for the last three financial years. We log internet booking complaints into four categories which are other (IB00), booking information (IB01), financial (IB03) and operational (IB04). The figures provided for 2010/11 are correct until 31 December 2010.

	Stage 1 complaints				Stage 2 and 3 complaints				Totals			
	IB00	IB01	IB03	IB04	IB00	IB01	IB03	IB04	IB00	IB01	IB03	IB04
2008/09												
Apr	0	2	1	12	0	0	0	0	0	2	1	12
May	0	2	0	8	0	1	0	0	0	3	0	8
Jun	0	1	0	6	0	0	0	0	0	1	0	6
Jul	0	1	0	5	0	0	0	2	0	1	0	7
Aug	0	1	0	7	3	0	0	3	3	1	0	10
Sep	0	1	0	9	2	0	0	0	2	1	0	9
Oct	0	1	0	2	2	0	0	0	2	1	0	2
Nov	0	1	1	5	1	1	0	0	1	2	1	5
Dec	0	0	0	4	0	0	0	0	0	0	0	4
Jan	0	1	0	3	0	3	0	1	0	4	0	4
Feb	0	1	0	3	3	0	0	0	3	1	0	3
Mar	0	1	0	4	1	0	0	0	1	1	0	4
Total	0	13	2	68	12	5	0	6	12	18	2	74

	Stage 1 complaints				Stage 2 and 3 complaints				Totals			
	IB00	IB01	IB03	IB04	IB00	IB01	IB03	IB04	IB00	IB01	IB03	IB04
2009/10												
Apr	0	4	0	18	0	0	0	0	0	4	0	18
May	0	5	0	14	0	0	0	1	0	5	0	15
Jun	0	0	0	12	0	0	0	0	0	0	0	12
Jul	0	6	0	16	0	0	0	0	0	6	0	16
Aug	0	2	0	53	0	0	0	2	0	2	0	55
Sep	1	7	1	34	0	0	0	1	1	7	1	35
Oct	0	5	1	32	1	0	0	0	1	5	1	32
Nov	0	1	0	37	1	0	0	0	1	1	0	37
Dec	0	1	0	21	0	0	0	1	0	1	0	22
Jan	0	2	1	11	0	0	0	1	0	2	1	12
Feb	0	0	0	23	0	0	0	0	0	0	0	23
Mar	0	3	0	26	0	0	0	0	0	3	0	26
Total	1	36	3	297	2	0	0	6	3	36	3	303

2010/11	Stage 1 complaints				Stage 2 and 3 complaints				Totals			
	IB00	IB01	IB03	IB04	IB00	IB01	IB03	IB04	IB00	IB01	IB03	IB04
Apr	0	9	0	35	0	0	0	0	0	9	0	35
May	0	2	0	24	0	0	0	0	0	2	0	24
Jun	1	5	0	22	0	0	0	0	1	5	0	22
Jul	0	7	0	26	1	0	0	0	1	7	0	26
Aug	0	5	0	22	1	0	0	0	1	5	0	22
Sep	0	3	0	26	1	0	0	0	1	3	0	26
Oct	0	0	0	20	1	0	0	0	1	0	0	20
Nov	0	0	0	28	1	0	0	1	1	0	0	29
Dec	0	0	0	15	2	1	0	0	2	1	0	15
Total	1	31	0	218	7	1	0	1	8	32	0	219

Please note that:

- there is not an IB02 code on our correspondence monitoring system
- an item of correspondence can only be allocated to one code on our correspondence monitoring system; therefore if a piece of correspondence contains complaints on various issues it will get logged against the code that reflects the main complaint in that correspondence

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