

Complaints about DWP:

Numbers of complaints recorded by DWP businesses between 1st April and 31st December 2013

Recorded complaints	
Stage 1	48,696
Stage 2	1,986
Total number of recorded complaints	50,682

Number of complaints recorded by the Independent Case Examiner's (ICE) Office, about DWP businesses, between 1st April 2013 and 31st December 2013

ICE Complaints	
Received	2119
Accepted for investigation	721