

## Complaints about DWP:

Numbers of complaints recorded by DWP businesses between 1<sup>st</sup> April 2013 and 31<sup>st</sup> March 2014

<b>Recorded complaints</b>	
Stage 1	<b>65,099</b>
Stage 2	<b>2,567</b>
Total number of recorded complaints	67,666

Number of complaints recorded by the Independent Case Examiner's (ICE) Office, about DWP businesses, between 1<sup>st</sup> April 2013 and 31<sup>st</sup> March 2014

<b>ICE Complaints</b>	
Received	2,905
Accepted for investigation	1,023