

## Complaints about DWP:

Numbers of complaints recorded by DWP businesses between 1 April and 30 September 2014

<b>Recorded complaints</b>	
Stage 1	26,754
Stage 2	1,152
Total number of recorded complaints	27,906

Number of complaints recorded by the Independent Case Examiner's (ICE) Office between 1 April 2014 and 30 September 2014

<b>ICE Complaints</b>	
Number of DWP complaints received	1631
Number of DWP complaints accepted for investigation	473