

Complaints about DWP

Numbers of complaints recorded by DWP businesses between 1 April 2014 and 31 March 2015

Recorded complaints	
Stage 1	51,704
Stage 2	2,301
Total number of recorded complaints	54,005

Complaints about ICE

Number of complaints recorded by the Independent Case Examiner's (ICE) Office between 1 April 2014 and 31 March 2015

ICE Complaints	
Number of DWP complaints received	2965
Number of DWP complaints accepted for investigation	1020