

Complaints about DWP:

Numbers of complaints recorded by DWP businesses between 1st April and 31 December 2014

Recorded complaints	
Stage 1	39,382
Stage 2	1726
Total number of recorded complaints	41,108

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

ICE Complaints	
Number of DWP complaints received	2279
Number of DWP complaints accepted for investigation	674