

## Complaints about DWP:

Numbers of complaints recorded by DWP businesses between 1<sup>st</sup> April and 30 June 2014

<b>Recorded complaints</b>	
Stage 1	13,695
Stage 2	550
Total number of recorded complaints	14,245

Number of complaints recorded by the Independent Case Examiner's (ICE) Office between 1<sup>st</sup> April 2014 and 30 June 2014

<b>ICE Complaints</b>	
Number of DWP complaints received	809
Number of DWP complaints accepted for investigation	177