

## Complaints about DWP:

Numbers of complaints recorded by DWP businesses between 1<sup>st</sup> April and 30<sup>th</sup> September 2013

Recorded complaints	
Stage 1	33,609
Stage 2	1,372
Total number of recorded complaints	34,981

Number of complaints recorded by the Independent Case Examiner's (ICE) Office between 1<sup>st</sup> April 2013 and 30<sup>th</sup> September 2013

ICE Complaints	
Number of DWP complaints received	1,316
Number of DWP complaints accepted for investigation	315