<u>Annex A</u> our ref : IA/00028/12

1) How many complaints were recorded on your correspondence monitoring system against "conduct of examiner" as being received in 2011? How many of these complaints were to the Independent Complaints Assessor?

We have a record of 637 complaints being received in 2011 logged against conduct of examiner. Two of these complaints were referred to the ICA.

The above information is correct as of 11 January 2012.

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