

Complaints about UK Government Departments and agencies and other public organisations 2018-19

Introduction

This collection shows our data on complaints about UK Government Departments and agencies and other public organisations for 2018-19.

Notes

1	Organisation Government departments act as sponsors for other organisations. When we receive a complaint, we record it under the name of the organisation complained about and under the name of the sponsoring government department. The overall highlighted figures for government departments include the number of complaints for the organisations that the department sponsors.
2	Complaints accepted for investigation Our casework management system records the date on which we have proposed to investigate a case, rather than when we confirm an investigation. In some cases, following comments from the parties, we may decide not to investigate. The number of complaints we accept for investigation in a financial year differs from the number of investigations that we complete in that same year. This is because our statistics only provide a snapshot of our casework flow at a given time. For example, we may have accepted a complaint for investigation in 2018-19 but may not complete it until the following year, 2019-20. Similarly, we may have completed an investigation in 2018-19 which we originally accepted for investigation in the previous year 2017-18.
3	Investigations resolved without a finding are complaints where we start an investigation but are able to resolve the complaint without having to formally complete the investigation.
4	Investigations discontinued are complaints where we end the investigation for a variety of reasons, for example, because the complainant withdrew the complaint and asked us to discontinue our investigation.
5	Uphold rate equals the number of fully upheld and partly upheld complaints, divided by the total number of all investigations completed, including those resolved without finding or discontinued, multiplied by 100: $((\text{fully upheld} + \text{partly upheld}) / (\text{fully upheld} + \text{partly upheld} + \text{not upheld} + \text{resolved without a finding} + \text{discontinued})) * 100$
6	Unknown are enquiries which we were unable to investigate, for example because we found that the issues complained about were outside our jurisdiction or where the complaint had not been referred to us by an MP. In some cases we did not record the specific department complained about if, for example, the complainant did not give us this detail.

Contact: publicaffairs@ombudsman.org.uk

Department for International Trade	2	3	0	0	0	0	0	0	0	0	N/A
Department for International Trade	2	2	0	0	0	0	0	0	0	0	N/A
UK Export Finance	0	1	0	0	0	0	0	0	0	0	N/A
Department for Transport	646	79	2	15	0	7	1	1	2	63.64%	
Civil Aviation Authority	5	3	0	0	0	0	0	0	0	0	N/A
Department for Transport	13	3	0	0	0	0	0	0	0	0	N/A
Driver & Vehicle Licensing Agency	532	50	0	14	0	7	0	1	0	87.50%	
Driver and Vehicle Standards Agency	47	10	0	0	0	0	1	0	2	0.00%	
High Speed Two (HS2) Ltd	4	2	1	0	0	0	0	0	0	N/A	
Highways England	38	7	1	0	0	0	0	0	0	N/A	
Independent Complaints Assessor	0	0	0	1	0	0	0	0	0	N/A	
Maritime and Coastguard Agency	4	2	0	0	0	0	0	0	0	N/A	
Office of Rail Regulation	1	1	0	0	0	0	0	0	0	N/A	
Transport Focus	2	1	0	0	0	0	0	0	0	N/A	
Department for Work and Pensions	1553	191	2	30	0	4	21	0	5	13.33%	
Capita Business Services Ltd	0	0	0	1	0	0	0	0	0	N/A	
Child Maintenance Service	332	51	1	5	0	3	8	0	1	25.00%	
Department for Work and Pensions	1080	94	0	12	0	0	3	0	2	0.00%	
Health and Safety Executive	25	8	0	0	0	0	0	0	0	N/A	
Health Assessment Advisory Service	3	0	0	0	0	0	0	0	0	N/A	
Independent Case Examiner	54	10	0	10	0	0	7	0	2	10.00%	
Jobcentre Plus	17	3	0	2	0	0	2	0	0	0.00%	
Pensions Ombudsman	34	24	1	0	0	0	0	0	0	N/A	
The Pension, Disability and Carers Service	0	0	0	0	0	1	0	0	0	100.00%	
The Pensions Regulator	8	1	0	0	0	0	0	0	0	N/A	
Department of Health and Social Care	79	31	1	2	0	1	2	0	0	33.33%	
Care Quality Commission	45	26	0	2	0	1	2	0	0	33.33%	
Department of Health and Social Care	15	2	1	0	0	0	0	0	0	N/A	
Health Education England	1	0	0	0	0	0	0	0	0	N/A	
Human Fertilisation and Embryology Authority	0	1	0	0	0	0	0	0	0	N/A	
Medicines and Healthcare products Regulatory Agency	8	2	0	0	0	0	0	0	0	N/A	
National Institute For Health And Clinical Excellence	3	0	0	0	0	0	0	0	0	N/A	
NHS Digital	2	0	0	0	0	0	0	0	0	N/A	
Public Health England	5	0	0	0	0	0	0	0	0	N/A	
Electoral Commission	6	2	0	0	0	0	0	0	0	N/A	
Electoral Commission	6	2	0	0	0	0	0	0	0	N/A	
Food Standards Agency	6	2	0	0	0	0	0	0	0	N/A	
Food Standards Agency	6	2	0	0	0	0	0	0	0	N/A	
Foreign and Commonwealth Office	16	6	0	0	0	0	2	0	0	0.00%	
Foreign and Commonwealth Office	16	6	0	0	0	0	2	0	0	0.00%	
Forestry Commission	5	2	0	0	0	0	0	0	0	N/A	
Forestry Commission	5	2	0	0	0	0	0	0	0	N/A	
Government Legal Department	2	0	0	0	0	0	0	0	0	N/A	
Government Legal Department	2	0	0	0	0	0	0	0	0	N/A	
HM Revenue & Customs	466	175	0	11	0	2	10	0	2	14.29%	
Child Benefit Office	6	0	0	0	0	0	0	0	0	N/A	
HM Revenue & Customs	429	163	0	9	0	1	6	0	2	11.11%	
The Adjudicator's Office	2	3	0	2	0	1	4	0	0	20.00%	
Valuation Office Agency	29	9	0	0	0	0	0	0	0	N/A	
HM Treasury	3	1	0	0	0	0	0	0	0	N/A	
HM Treasury	3	1	0	0	0	0	0	0	0	N/A	
Home Office	861	288	9	21	2	11	12	3	6	38.24%	
Border Agency	20	6	0	1	0	0	0	0	1	0.00%	
Border Force	61	33	2	2	1	1	0	0	0	100.00%	
General Register Office	2	0	0	0	0	0	0	0	0	N/A	
HM Passport Office	72	25	1	2	0	0	1	1	1	0.00%	

Teaching Regulation Agency	6	1	0	0	0	0	0	0	0	0	N/A
The British Film Institute	2	1	0	0	0	0	0	0	0	0	N/A
The Construction Industry Council	3	2	0	0	0	0	0	0	0	0	N/A
The National Probation Service	3	1	0	0	0	0	0	0	0	0	N/A
The Parole Board for England and Wales	3	2	0	0	0	0	0	0	0	0	N/A
Unknown Organisation	183	1	0	0	0	0	0	0	0	0	N/A
Unknown Prison	14	0	0	0	0	0	0	0	0	0	N/A
West Yorkshire Police - Wakefield Head Quarters	1	1	0	0	0	0	0	0	0	0	N/A
Water Services Regulation Authority (Ofwat)	4	0	0	0	0	0	0	0	0	0	N/A
Water Services Regulation Authority (OFWAT)	4	0	0	0	0	0	0	0	0	0	N/A
Totals	5744	1493	35	110	3	36	65	4	25	29.32%	