

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, mutliplied by 100: ((fully upheld+partly upheld)/(fully upheld+partly upheld+not upheld+resolved without a
	finding+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

Organisation 1	Complaints Enquiries received assessed	Complaints resolved through intervention	investigation 2	Investigations fully upheld	Investigations partly upheld	upheld	Investigations resolved without a finding 3	discontinued 4	Uphold rate (upheld or partly upheld) 5
Cabinet Office	5		0	0	0	0	0)	0 N/A
Cabinet Office	5	0	0	0	0	0	0 0)	0 N/A
Charity Commission	25	6	0	0	1	0	0)	0 100.00%
Charity Commission	25	6	0	0	1	0	0)	0 100.00%
Crown Prosecution Service	32	9	1	1	0	0	1 0)	0.00%
Crown Prosecution Service	32	9	1	1	0	0	1 0)	0.00%
Department for Business, Energy and Industrial Strategy	110	48	0	3	0	1	1 0)	0 50.00%
Adjudicator to HM Land Registry	3	3	0	0	0	0	0)	0 N/A
Advisory Conciliation and Arbitration Service	6	3	0	0	0	0	1 0)	0.00%
Companies House	20	5	0	0	0	0	0)	0 N/A
Competition and Markets Authority	1	0	0	0	0	0	o c)	0 N/A
Construction Industry Training Board	2	1	0	0	0	0	o c)	0 N/A
Department for Business, Energy & Industrial Strategy	21	6	0	0	0	0	o c)	0 N/A
Higher Education Funding Council for England	1	1	0	1	0	0	0)	0 N/A
Insolvency Service	25	16	0	2	0	1	0 0)	0 100.00%
Land Registry	25	10	0	0	0	0	0 0)	0 N/A
Natural Environment Research Council	0		0	0	0	-) (0 N/A
UK Intellectual Property Office	4		0	0	0) (0 N/A
UK NARIC	1		0	0	0	0			0 N/A
UK Research and Innovation	1		0	0	0	-) (0 N/A
Department for Digital, Culture, Media & Sport	194		3	1	0		1 0		2 0.00%
Arts Council of England	1		0	0	0	0			0 N/A
Big Lottery Fund	2		0	0	0) (0 N/A
British Library Board	1		0	0	0) (0 N/A
•	0		0	0	0) (
British Museum			ŭ	0	0	-) (
Department for Digital, Culture, Media & Sport	4		0			-			-
Gambling Commission	5 0	-	0	0	0	-	0		0 N/A
Heritage Lottery Fund	•	-	0	1	0	•	0		0 N/A
Historic England	0	-	0	0	0	0	-		0 N/A
Information Commissioner	173		3	0	0	0	-		2 0.00%
National Archives	1	ŭ	0	0	0	-	0		0 N/A
National Heritage Memorial Fund	1	-	0	0	0	•	0		0 N/A
Office of Communications	5	-	0	0	0	•	0		0 N/A
Sport England	1		0	0	0) (0 N/A
Department for Education	187		3	4	0	=	4 0		0 42.86%
Department for Education	25		1	0	0	0			0 N/A
Education and Skills Funding Agency	25	5	0	0	0	1			0 100.00%
National College for Teaching & Leadership	2	1	0	0	0	0	0 0)	0 N/A
Office of the Schools Adjudicator	1	0	0	0	0	0	0 0)	0 N/A
Student Loans Company Ltd	127	35	2	3	0	2	3 0)	0 40.00%
The Equality and Human Rights Commission	7	3	0	1	0	0	1 0)	0.00%
Department for Environment, Food and Rural Affairs	73	31	0	11	0	1	5 0)	0 16.67%
Animal and Plant Health Agency	7	3	0	0	0	0	0)	0 N/A
Consumer Council for Water	6	1	0	0	0	0	0)	0 N/A
Department for Environment, Food and Rural Affairs	4	0	0	0	0	0) ()	0 N/A
Environment Agency	16	7	0	2	0	0	3 0)	0 0.00%
Natural England	4	4	0	1	0	0	2 0)	0 0.00%
Rural Payments Agency	20	9	0	3	0		0		0 100.00%
The Marine Management Organisation	16		0	5	0	0	0 0		0 N/A
Department for International Development	2		0	0	0) (0 N/A
Department for International Development	1		0	0	0) (0 N/A
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Department for International Trade	2	3	0	0	0	0	0	0	0	N/A
Department for International Trade	2	2	0	0	0	0	0	0	0	N/A
UK Export Finance	0	1	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	N/A
Department for Transport	13	3	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
•	3		0	0		0	0			
Health Assessment Advisory Service		0	0		0		7	0	0	N/A
Independent Case Examiner	54	10	-	10		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%
	20	6	0	1	0	0	0	0		0.00%
Border Agency				2					1	
Border Force	61	33	2		1	1	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%

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Home Office	193	30	2	0	0	0	0	0	1	0.00%
Office of the Immigration Services Commissioner	2	0	0	0	0	0	0	0	0	N/A
Police	17	2	0	1	0	0	0	0	0	N/A
Security Industry Authority	19	8	0	0	0	0	0	0	0	N/A
The Disclosure and Barring Service	27	1	0	0	0	0	0	0	0	N/A
UK Immigration Enforcement	3	1	0	0	0	0	0	0	0	N/A
UK Visas and Immigration	445	182	4	15	1	10	11	2	3	40.74%
Ministry of Defence	28	8	0	0	0	0	0	0	0	N/A
Ministry of Defence	20	5	0	0	0	0	0	0	0	N/A
Veterans UK	8	3	0	0	0	0	0	0	0	N/A
Ministry of Housing, Communities and Local Government	50	21	0	0	0	0	0	0	0	N/A
Homes England	1	0	0	0	0	0	0	0	0	N/A
Local Government Boundary Commission for England	1	0	0	0	0	0	0	0	0	N/A
Ministry of Housing, Communities and Local Government	9	2	0	0	0	0	0	0	0	N/A
Planning Inspectorate	37	19	0	0	0	0	0	0	0	N/A
Valuation Tribunal Service	2	0	0	0	0	0	0	0	0	N/A
Ministry of Justice	1027	377	10	8	0	6	4	0	5	40.00%
Children and Family Court Advisory and Support Service	343	132	6	0	0	2	0	0	0	100.00%
Criminal Injuries Compensation Authority	18	8	0	0	0	0	0	0	0	N/A
Dorset, Devon and Cornwall Community Rehabilitation Company	0	0	0	1	0	0	0	0	0	N/A
Her Majesty's Prison & Probation Service	5	1	0	0	0	0	0	0	0	N/A
HM Courts & Tribunals Service	463	154	4	3	0	2	1	0	2	40.00%
HM Prison Service	7	1	0	0	0	0	0	0	0	N/A
HMP Featherstone	1	0	0	0	0	0	0	0	0	N/A
HMP Frankland	1	0	0	0	0	0	0	0	0	N/A
HMP Oakwood	1	0	0	0	0	0	0	0	0	N/A
HMP Rye Hill	1	0	0	0	0	0	0	0	0	N/A
•	1	0	0	0	0	0	0	0	0	
HMP Sheppey Cluster (Elmley)	2	0	0	0	0	0	0	0	0	N/A
HMP Swaleside	1	0	0	0	0	0	0	0		N/A
HMP Whatton	=	-	0	0	0	0	0	0	0	N/A
HMP Whitemoor	1	1	-	· ·	ŭ	2	-	0	0	N/A
Legal Aid Agency	58	33	0	2	0	=	0	· ·	3	40.00%
Ministry of Justice	16	1	0	1	0	0	0	0	0	N/A
Prisons and Probation Ombudsman	54	22	0	0	0	0	1	0	0	0.00%
The Office of the Public Guardian	51	24	0	1	0	0	2	0	0	0.00%
Unknown Probation Trust	3	0	0	0	0	0	0	0	0	N/A
Office for Standards in Education, Children's Services and Skills (Ofsted)	18	13	0	2	0	0	0	0	2	0.00%
Office for Standards in Education, Children's Services and Skills (Ofsted)	18	13	0	2	0	0	0	0	2	0.00%
Office of Gas and Electricity Markets (OFGEM)	91	29	4	1	0	0	1	0	1	0.00%
Office of Gas and Electricity Markets (OFGEM)	91	29	4	1	0	0	1	0	1	0.00%
Office of Qualifications and Examinations Regulation (Ofqual)	7	4	0	0	0	0	0	0	0	N/A
Office of Qualifications and Examinations Regulation (Ofqual)	7	4	0	0	0	0	0	0	0	N/A
UK Statistics Authority	2	1	0	0	0	0	0	0	0	N/A
Office for National Statistics	2	1	0	0	0	0	0	0	0	N/A
Unknown 6	244	20	0	0	0	0	0	0	0	N/A
Capita Business Services Ltd	9	1	0	0	0	0	0	0	0	N/A
Criminal Cases Review Commission	3	0	0	0	0	0	0	0	0	N/A
Employment Tribunals Service	1	0	0	0	0	0	0	0	0	N/A
Financial Conduct Authority	1	2	0	0	0	0	0	0	0	N/A
Government Actuary's Department	1	0	0	0	0	0	0	0	0	N/A
Greater Manchester Probation Trust	2	1	0	0	0	0	0	0	0	N/A
Holme House Prison	1	0	0	0	0	0	0	0	0	N/A
Independent Review Mechanism	0	1	0	0	0	0	0	0	0	N/A
Medical Services ATOS Healthcare	10	4	0	0	0	0	0	0	0	N/A
Metropolitan Police Service	1	1	0	0	0	0	0	0	0	N/A
Pubs Code Adjudicator	0	1	0	0	0	0	0	0	0	N/A
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Teaching Regulation Agency	6	1	0	0	0	0	0	0	0	N/A
The British Film Institute	2	1	0	0	0	0	0	0	0	N/A
The Construction Industry Council	3	2	0	0	0	0	0	0	0	N/A
The National Probation Service	3	1	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	N/A
Unknown Organisation	183	1	0	0	0	0	0	0	0	N/A
Unknown Prison	14	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	N/A
Water Services Regulation Authority (Ofwat)	4	0	0	0	0	0	0	0	0	N/A
Water Services Regulation Authority (OFWAT)	4	0	0	0	0	0	0	0	0	N/A
Totals	5744	1493	35	110	3	36	65	4	25	29.32%