

Organisation	Complaints Received	Complaints Resolved by mediation	Decided following primary investigation	Resolved with agreement of the complainant at Initial checks or Primary Investigation	Complaints accepted for Detailed Investigation	Decided following detailed investigation							
						Detailed Investigations fully upheld	Detailed Investigations partly upheld	Detailed Investigations not upheld	Detailed Investigations Resolved with the agreement of the complainant	Detailed Investigations discontinued	Uphold rate (only upholds)	Uphold rate (upheld or partly upheld)	
Cabinet Office	26	0	5	0	0	0	0	0	0	0	0	0%	0%
Cabinet Office	20	0	3	0	0	0	0	0	0	0	0	0%	0%
The Equality and Human Rights Commission	6	0	2	0	0	0	0	0	0	0	0	0%	0%
Charity Commission	40	0	10	0	0	0	0	0	0	0	0	0%	0%
Charity Commission	40	0	10	0	0	0	0	0	0	0	0	0%	0%
Crown Prosecution Service	19	0	4	0	0	0	0	0	0	0	0	0%	0%
Crown Prosecution Service	19	0	4	0	0	0	0	0	0	0	0	0%	0%
Department for Business, Energy and Industrial Strategy	202	0	44	1	6	0	1	4	0	0	0	0%	20%
Adjudicator to HM Land Registry	1	0	1	0	0	0	0	0	0	0	0	0%	0%
Advisory Conciliation and Arbitration Service	6	0	3	0	0	0	0	0	0	0	0	0%	0%
Coal Authority	3	0	0	0	0	0	0	0	0	0	0	0%	0%
Companies House	15	0	4	0	0	0	0	0	0	0	0	0%	0%
Competition and Markets Authority	2	0	0	0	0	0	0	0	0	0	0	0%	0%
Construction Industry Training Board	3	0	0	0	0	0	0	0	0	0	0	0%	0%
Department for Business, Energy and Industrial Strategy	17	0	5	0	0	0	0	0	0	0	0	0%	0%
Higher Education Funding Council for England	0	0	1	0	0	0	0	0	0	0	0	0%	0%
HM Land Registry	16	0	9	0	0	0	0	0	0	0	0	0%	0%
Independent Complaints Reviewer	0	0	1	0	0	0	0	0	0	0	0	0%	0%
Innovate UK	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Insolvency Service	22	0	4	0	0	0	0	1	0	0	0	0%	0%
Official Receiver	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Student Loans Company Ltd	99	0	11	1	6	0	1	3	0	0	0	0%	25%
The Oil and Gas Authority	1	0	1	0	0	0	0	0	0	0	0	0%	0%
UK Intellectual Property Office	5	0	0	0	0	0	0	0	0	0	0	0%	0%
UK Research and Innovation	9	0	4	0	0	0	0	0	0	0	0	0%	0%
United Kingdom Atomic Energy Authority	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Department for Digital, Culture, Media & Sport	259	0	91	5	1	0	0	1	0	0	0	0%	0%
Arts Council of England	2	0	1	0	0	0	0	0	0	0	0	0%	0%
British Library Board	2	0	0	0	0	0	0	0	0	0	0	0%	0%
British Museum	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Department for Digital, Culture, Media & Sport	4	0	0	0	0	0	0	0	0	0	0	0%	0%
Gambling Commission	3	0	1	0	0	0	0	0	0	0	0	0%	0%
Historic Buildings and Monuments Commission for England	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Information Commissioner	244	0	88	5	1	0	0	1	0	0	0	0%	0%
National Archives	2	0	0	0	0	0	0	0	0	0	0	0%	0%
The National Lottery Community Fund	0	0	1	0	0	0	0	0	0	0	0	0%	0%
Department for Education	66	0	24	5	2	0	1	0	0	0	0	0%	100%
Department for Education	36	0	9	0	1	0	1	0	0	0	0	0%	100%
Education and Skills Funding Agency	19	0	9	1	0	0	0	0	0	0	0	0%	0%
Independent Review Mechanism	2	0	0	0	0	0	0	0	0	0	0	0%	0%
National College for Teaching & Leadership	1	0	1	0	0	0	0	0	0	0	0	0%	0%
Standards and Testing Agency	1	0	0	0	1	0	0	0	0	0	0	0%	0%
Teaching Regulation Agency	7	0	5	4	0	0	0	0	0	0	0	0%	0%
Department for Environment, Food and Rural Affairs	105	0	34	4	4	2	4	2	0	2	20%	60%	
Animal and Plant Health Agency	7	0	6	0	0	0	0	0	0	0	0	0%	0%
Consumer Council for Water	2	0	0	0	0	0	0	0	0	0	0	0%	0%
Department for Environment, Food and Rural Affairs	16	0	3	1	0	0	0	0	0	0	0	0%	0%
Environment Agency	32	0	8	0	1	0	1	0	0	0	0	0%	100%
Forestry Commission	5	0	2	0	0	0	0	0	0	0	0	0%	0%

Marine Management Organisation	6	0	4	0	0	1	1	1	0	2	20%	40%
Natural England	17	0	3	1	0	0	0	1	0	0	0%	0%
Rural Payments Agency	20	0	8	2	3	1	2	1	0	0	33%	100%
Department for International Development	1	0	0	0	0	0	0	0	0	0	0%	0%
Department for International Development	1	0	0	0	0	0	0	0	0	0	0%	0%
Department for International Trade	2	0	0	0	0	0	0	0	0	0	0%	0%
Department for International Trade	2	0	0	0	0	0	0	0	0	0	0%	0%
Department for Transport	631	0	62	1	12	0	3	7	0	4	0%	21%
Civil Aviation Authority	3	0	0	0	0	0	0	0	0	0	0%	0%
Department for Transport	9	0	2	0	0	0	0	0	0	0	0%	0%
Driver & Vehicle Licensing Agency	546	0	45	0	10	0	3	7	0	1	0%	27%
Driver and Vehicle Standards Agency	41	0	7	1	0	0	0	0	0	0	0%	0%
High Speed Two (HS2) Ltd	3	0	2	0	0	0	0	0	0	1	0%	0%
Highways England	23	0	4	0	1	0	0	0	0	1	0%	0%
Independent Complaints Assessor	2	0	2	0	1	0	0	0	0	1	0%	0%
Maritime and Coastguard Agency	1	0	0	0	0	0	0	0	0	0	0%	0%
Office of Rail Regulation	2	0	0	0	0	0	0	0	0	0	0%	0%
Office of the Traffic Commissioner	1	0	0	0	0	0	0	0	0	0	0%	0%
Department for Work and Pensions*	1279	0	175	0	5	4	3	7	0	2	25%	44%
Capita Business Services Ltd	6	0	2	0	0	0	0	1	0	0	0%	0%
Child Maintenance Service	254	0	25	0	0	2	1	1	0	1	40%	60%
Department for Work and Pensions	848	0	78	0	3	1	2	2	0	0	20%	60%
Health and Safety Executive	32	0	9	0	0	0	0	0	0	0	0%	0%
Health Assessment Advisory Service	5	0	4	0	0	0	0	0	0	0	0%	0%
Independent Assessment Services	7	0	1	0	0	0	0	0	0	0	0%	0%
Independent Case Examiner	62	0	39	0	2	1	0	2	0	1	25%	25%
Jobcentre Plus	15	0	2	0	0	0	0	1	0	0	0%	0%
Pensions Ombudsman	37	0	11	0	0	0	0	0	0	0	0%	0%
The Pensions Advisory Service	3	0	0	0	0	0	0	0	0	0	0%	0%
The Pensions Regulator	10	0	4	0	0	0	0	0	0	0	0%	0%
Department of Health and Social Care	98	0	19	0	3	0	6	0	0	1	0%	86%
Care Quality Commission	66	0	16	0	0	0	4	0	0	0	0%	100%
Department of Health and Social Care	10	0	1	0	1	0	2	0	0	0	0%	100%
Health Education England	2	0	0	0	0	0	0	0	0	0	0%	0%
Medicines and Healthcare products Regulatory Agency	4	0	0	0	0	0	0	0	0	0	0%	0%
Public Health England	16	0	2	0	2	0	0	0	0	1	0%	0%
Electoral Commission	4	0	2	0	0	0	0	0	0	0	0%	0%
Electoral Commission	4	0	2	0	0	0	0	0	0	0	0%	0%
Food Standards Agency	3	0	3	0	1	0	0	0	0	0	0%	0%
Food Standards Agency	3	0	3	0	1	0	0	0	0	0	0%	0%
Foreign and Commonwealth Office	17	0	3	0	1	1	0	0	0	0	100%	100%
British Council	2	0	0	0	0	0	0	0	0	0	0%	0%
Foreign and Commonwealth Office	15	0	3	0	1	1	0	0	0	0	100%	100%
Government Legal Department	6	0	1	0	0	0	0	0	0	0	0%	0%
Government Legal Department	6	0	1	0	0	0	0	0	0	0	0%	0%
HM Revenue & Customs	574	0	178	2	7	0	3	3	0	3	0%	33%
Child Benefit Office	1	0	0	0	0	0	0	0	0	0	0%	0%
HM Revenue & Customs	505	0	149	1	7	0	2	2	0	3	0%	29%
The Adjudicator's Office	22	0	20	1	0	0	1	1	0	0	0%	50%
Valuation Office Agency	46	0	9	0	0	0	0	0	0	0	0%	0%
HM Treasury	6	0	1	0	0	0	0	0	0	0	0%	0%
Financial Conduct Authority	1	0	0	0	0	0	0	0	0	0	0%	0%
HM Treasury	5	0	1	0	0	0	0	0	0	0	0%	0%
Home Office	738	0	192	11	25	3	10	1	1	3	17%	72%
Border Agency	10	0	2	0	0	0	0	0	0	0	0%	0%
Border Force	65	0	20	0	1	0	1	0	0	0	0%	100%
General Register Office	1	0	0	0	0	0	0	0	0	0	0%	0%
Greater Manchester Police	1	0	0	0	0	0	0	0	0	0	0%	0%
HM Passport Office	47	0	13	0	0	0	1	0	0	0	0%	100%
Home Office	176	0	14	1	3	1	0	0	0	0	100%	100%
Metropolitan Police Service	3	0	0	0	0	0	0	0	0	0	0%	0%
Northumbria Police	2	0	0	0	0	0	0	0	0	0	0%	0%
Office of the Immigration Services Commissioner	2	0	1	0	0	0	0	0	0	0	0%	0%

Police	12	0	0	0	0	0	0	0	0	0	0%	0%
Security Industry Authority	10	0	4	0	0	0	0	0	0	0	0%	0%
The Disclosure and Barring Service	15	0	1	0	0	0	0	0	0	0	0%	0%
UK Immigration Enforcement	2	0	1	0	0	0	0	0	0	0	0%	0%
UK Visas and Immigration	392	0	136	10	21	2	8	1	1	3	13%	67%
Ministry of Defence	14	0	3	1	0	0	0	0	0	0	0%	0%
Ministry of Defence	11	0	3	1	0	0	0	0	0	0	0%	0%
Veterans UK	3	0	0	0	0	0	0	0	0	0	0%	0%
Ministry of Housing, Communities and Local Government	63	0	16	1	1	0	0	0	0	0	0%	0%
CICAIR Limited	0	0	0	0	1	0	0	0	0	0	0%	0%
Homes England	1	0	0	0	0	0	0	0	0	0	0%	0%
Leasehold Advisory Service	1	0	0	0	0	0	0	0	0	0	0%	0%
Ministry of Housing, Communities and Local Government	14	0	1	0	0	0	0	0	0	0	0%	0%
Planning Inspectorate	42	0	15	1	0	0	0	0	0	0	0%	0%
The Construction Industry Council	1	0	0	0	0	0	0	0	0	0	0%	0%
Valuation Tribunal Service	4	0	0	0	0	0	0	0	0	0	0%	0%
Ministry of Justice	1148	0	302	14	8	3	5	2	0	1	27%	73%
Children and Family Court Advisory and Support Service	335	0	100	5	1	0	1	0	0	0	0%	100%
Criminal Injuries Compensation Authority	22	0	5	1	0	0	0	0	0	0	0%	0%
Devon and Cornwall Probation Trust	0	0	0	0	0	1	0	0	0	0	100%	100%
Her Majesty's Prison & Probation Service	12	0	0	0	0	0	0	0	0	0	0%	0%
HM Courts & Tribunals Service	516	0	123	8	5	1	4	0	0	1	17%	83%
HM Prison Service	4	0	0	0	0	0	0	0	0	0	0%	0%
HMP Dovegate	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Wymott	1	0	0	0	0	0	0	0	0	0	0%	0%
Holme House Prison	2	0	1	0	0	0	0	0	0	0	0%	0%
Legal Aid Agency	93	0	37	0	1	1	0	1	0	0	50%	50%
Ministry of Justice	18	0	1	0	0	0	0	0	0	0	0%	0%
National Probation Service	6	0	3	0	0	0	0	0	0	0	0%	0%
Norfolk and Suffolk Probation Trust	1	0	0	0	0	0	0	0	0	0	0%	0%
Parole Board	4	0	0	0	0	0	0	0	0	0	0%	0%
Prisons and Probation Ombudsman	62	0	8	0	0	0	0	0	0	0	0%	0%
The Office of the Public Guardian	63	0	24	0	1	0	0	1	0	0	0%	0%
The Official Solicitor to the Supreme Court	4	0	0	0	0	0	0	0	0	0	0%	0%
The Supreme Court	1	0	0	0	0	0	0	0	0	0	0%	0%
Unknown Probation Trust	2	0	0	0	0	0	0	0	0	0	0%	0%
Youth Justice Board for England and Wales	1	0	0	0	0	0	0	0	0	0	0%	0%
National Crime Agency	1	0	0	0	0	0	0	0	0	0	0%	0%
National Crime Agency	1	0	0	0	0	0	0	0	0	0	0%	0%
Northern Ireland Office	1	0	1	0	0	0	0	0	0	0	0%	0%
Northern Ireland Human Rights Commission	1	0	1	0	0	0	0	0	0	0	0%	0%
Office for Standards in Education, Children's Services and Skills (Ofsted)	11	0	5	0	0	0	0	0	0	0	0%	0%
Independent Complaints Adjudication Service for Ofsted	2	0	1	0	0	0	0	0	0	0	0%	0%
Office for Standards in Education, Children's Services and Skills (Ofsted)	9	0	4	0	0	0	0	0	0	0	0%	0%
Office of Communications	5	0	2	0	0	0	0	0	0	0	0%	0%
Office of Communications	5	0	2	0	0	0	0	0	0	0	0%	0%
Office of Gas and Electricity Markets (OfGEM)	150	0	68	5	2	0	0	1	0	2	0%	0%
Office of Gas and Electricity Markets (OfGEM)	150	0	68	5	2	0	0	1	0	2	0%	0%
Office of Qualifications and Examinations Regulation (Ofqual)	9	0	6	0	0	0	0	0	0	0	0%	0%
Office of Qualifications and Examinations Regulation (Ofqual)	9	0	6	0	0	0	0	0	0	0	0%	0%
Serious Fraud Office	1	0	0	0	0	0	0	0	0	0	0%	0%
Serious Fraud Office	1	0	0	0	0	0	0	0	0	0	0%	0%
UK Statistics Authority	2	0	0	0	0	0	0	0	0	0	0%	0%
Office for National Statistics	2	0	0	0	0	0	0	0	0	0	0%	0%
Unknown Parent	134	0	1	0	0	0	0	0	0	0	0%	0%
Criminal Cases Review Commission	1	0	1	0	0	0	0	0	0	0	0%	0%
Unknown Government Department	89	0	0	0	0	0	0	0	0	0	0%	0%
Unknown Parliamentary Body	38	0	0	0	0	0	0	0	0	0	0%	0%
Unknown Prison	6	0	0	0	0	0	0	0	0	0	0%	0%
Water Services Regulation Authority (Ofwat)	8	0	1	0	0	0	0	0	0	0	0%	0%
Water Services Regulation Authority (Ofwat)	8	0	1	0	0	0	0	0	0	0	0%	0%
TOTAL	5623	0	1253	50	78	13	36	28	1	18	14%	51%

**\* 2019-20 parliamentary data relating to the Department for Work and Pensions (DWP):** Since PHSO's annual casework data was published, we have identified an error affecting complaints upheld, or not upheld, for two of DWP's agencies - the Independent Case Examiner and the Child Maintenance Service. As a result of this the upheld rate (upheld or partly upheld) for DWP was originally reported as 44%, the correct figure is 33% for 2019-20.