

Complaints about UK government
departments and agencies and
other UK public organisations
2017-18

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and other UK public organisations in 2017-18

Organisation ¹	Enquiries received ²	Complaints assessed ³	Complaints resolved through intervention	Complaints accepted in principle for investigation ⁴	Investigations fully upheld	Investigations partly upheld	Investigations not upheld	Investigations resolved without a finding ⁵	Investigations discontinued ⁶	Uphold rate (upheld or partly upheld)
Cabinet Office	6	2	0	1	0	0	1	0	0	0%
Boundary Commission for England	1	0	0	0	0	0	0	0	0	n/a
Cabinet Office	4	2	0	1	0	0	1	0	0	0%
Committee on Standards in Public Life	1	0	0	0	0	0	0	0	0	n/a
Charity Commission	29	5	0	1	0	0	0	0	0	n/a
Charity Commission	28	5	0	1	0	0	0	0	0	n/a
Crown Estate Office	1	0	0	0	0	0	0	0	0	n/a
Crown Estate Office	1	0	0	0	0	0	0	0	0	n/a
Crown Prosecution Service	21	5	0	1	0	0	2	0	0	0%
Crown Prosecution Service	21	5	0	1	0	0	2	0	0	0%
Department for Business, Energy and Industrial Strategy	113	38	0	7	2	0	5	0	2	22%
Adjudicator to HM Land Registry	2	0	0	0	0	0	0	0	0	n/a
Advisory Conciliation and Arbitration Service	4	2	0	1	0	0	0	0	0	n/a
Carillion Energy Services ⁷	1	1	0	0	1	0	0	0	0	100%
Central Arbitration Committee	1	1	0	0	0	0	0	0	0	n/a
Coal Authority	4	2	0	0	0	0	0	0	0	n/a
Companies House	7	4	0	0	0	0	0	0	0	n/a
Competition and Markets Authority	2	1	0	0	0	0	0	0	0	n/a
Department for Business, Energy and Industrial Strategy	23	9	0	1	1	0	2	0	1	25%
Independent Complaints Reviewer (Lottery Forum)	1	0	0	0	0	0	0	0	1	0%
Insolvency Service	31	9	0	1	0	0	2	0	0	0%
Land Registry	24	4	0	0	0	0	1	0	0	0%
Medical Research Council	2	2	0	0	0	0	0	0	0	n/a
Natural Environment Research Council	1	0	0	0	0	0	0	0	0	n/a
Ordnance Survey	1	1	0	0	0	0	0	0	0	n/a
The Oil and Gas Authority	2	1	0	0	0	0	0	0	0	n/a
UK Intellectual Property Office	3	1	0	0	0	0	0	0	0	n/a
Department for Digital, Culture, Media & Sport	202	67	1	8	0	1	8	1	2	8%
Arts Council of England	5	2	0	1	0	0	1	0	0	0%
Big Lottery Fund	1	0	0	0	0	0	0	0	0	n/a
British Museum	3	0	0	0	0	0	0	0	0	n/a
Department for Digital, Culture, Media & Sport	3	1	0	0	0	0	1	0	0	0%
Gambling Commission	2	2	0	0	0	0	0	0	0	n/a
Heritage Lottery Fund	1	0	0	0	0	0	0	0	0	n/a
Historic Buildings and Monuments Commission for England	0	0	0	0	0	0	1	0	0	0%
Historic England	3	0	0	0	0	0	0	0	0	n/a
Information Commissioner	167	56	1	6	0	0	5	0	1	0%

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National Archives	1	1	0	0	0	0	0	1	0	0%
National Heritage Memorial Fund	0	0	0	0	0	0	0	0	1	0%
National Lottery Commission	1	0	0	0	0	0	0	0	0	n/a
National Portrait Gallery	1	1	0	0	0	0	0	0	0	n/a
Office of Communications	10	2	0	1	0	1	0	0	0	100%
Sport England	1	1	0	0	0	0	0	0	0	n/a
Victoria and Albert Museum	2	1	0	0	0	0	0	0	0	n/a
Department for Education	297	49	0	7	0	3	10	0	2	20%
Construction Industry Training Board	5	0	0	0	0	0	0	0	0	n/a
Department for Education	42	6	0	1	0	0	3	0	0	0%
Education and Skills Funding Agency	14	4	0	1	0	0	0	0	0	n/a
Higher Education Funding Council for England	3	1	0	0	0	0	0	0	0	n/a
National College for Teaching & Leadership	4	2	0	0	0	0	0	0	0	n/a
Student Loans Company Ltd	221	34	0	9	0	3	7	0	2	25%
The Equality and Human Rights Commission	6	0	0	0	0	0	0	0	0	n/a
Department for Environment, Food and Rural Affairs	94	21	1	11	0	7	7	0	1	47%
Animal and Plant Health Agency	7	1	0	0	0	1	0	0	0	100%
Centre for Environment Fisheries and Aquaculture Science	1	0	0	0	0	0	0	0	0	n/a
Consumer Council for Water	12	1	0	0	0	0	0	0	0	n/a
Department for Environment, Food and Rural Affairs	3	1	0	0	0	1	0	0	0	100%
Drinking Water Inspectorate	1	2	0	0	0	0	0	0	0	n/a
Environment Agency	23	7	1	4	0	2	4	0	1	29%
Natural England	11	1	0	1	0	1	1	0	0	50%
Rural Payments Agency	18	3	0	1	0	2	1	0	0	67%
The Marine Management Organisation	17	5	0	5	0	0	1	0	0	0%
Department for International Development	4	1	0	0	0	0	0	0	0	n/a
Department for International Development	2	1	0	0	0	0	0	0	0	n/a
Government Equalities Office	2	0	0	0	0	0	0	0	0	n/a
Department for International Trade	2	0	0	0	0	0	0	0	0	n/a
Department for International Trade	1	0	0	0	0	0	0	0	0	n/a
UK Export Finance	1	0	0	0	0	0	0	0	0	n/a
Department for Transport	1009	63	2	17	2	5	9	0	3	37%
Civil Aviation Authority	5	1	0	0	0	0	0	0	0	n/a
Department for Transport	17	3	0	0	0	0	0	0	0	n/a
Driver & Vehicle Licensing Agency	860	42	1	9	1	4	8	0	1	36%
Driver and Vehicle Standards Agency	80	8	0	4	0	0	0	0	1	0%
High Speed Two (HS2) Ltd	3	3	0	3	0	1	0	0	0	100%
Highways England	34	3	1	0	0	0	1	0	0	0%
Independent Complaints Assessor	2	0	0	0	1	0	0	0	0	100%
Maritime and Coastguard Agency	2	1	0	1	0	0	0	0	1	0%
Office of Rail Regulation	1	0	0	0	0	0	0	0	0	n/a
Transport Focus	2	1	0	0	0	0	0	0	0	n/a

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Department for Work and Pensions	1426	169	1	40	4	11	65	5	11	16%
Capita Business Services Ltd	3	0	0	0	0	0	0	0	0	n/a
Child Maintenance Service	346	45	0	17	2	6	25	0	3	22%
Department for Work and Pensions	881	80	1	7	1	1	5	1	1	22%
Health and Safety Executive	35	10	0	1	0	1	0	0	0	100%
Independent Case Examiner	19	10	0	13	0	3	30	2	4	8%
Jobcentre Plus	77	10	0	1	1	0	5	2	3	9%
Medical Services ATOS Healthcare	4	0	0	0	0	0	0	0	0	n/a
Pension Protection Fund	0	0	0	0	0	0	0	0	0	n/a
Pensions Ombudsman	35	10	0	0	0	0	0	0	0	n/a
The Pension, Disability and Carers Service	8	1	0	1	0	0	0	0	0	n/a
The Pensions Regulator	2	2	0	0	0	0	0	0	0	n/a
Department of Health and Social Care	98	28	0	6	0	2	4	0	1	29%
Care Quality Commission	67	23	0	6	0	2	2	0	1	40%
Department of Health and Social Care	12	2	0	0	0	0	0	0	0	n/a
Health Research Authority	0	0	0	0	0	0	1	0	0	0%
Human Fertilisation and Embryology Authority	2	0	0	0	0	0	0	0	0	n/a
Medicines and Healthcare products Regulatory Agency	9	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	1	0	0	0	0	0	0	0	n/a
NHS Improvement ⁸	0	0	0	0	0	0	0	0	0	n/a
Public Health England	2	0	0	0	0	0	1	0	0	0%
Electoral Commission	1	0	0	0	0	0	0	0	0	n/a
Electoral Commission	0	0	0	0	0	0	0	0	0	n/a
Food Standards Agency	2	0	0	0	0	0	0	0	0	n/a
Food Standards Agency	2	0	0	0	0	0	0	0	0	n/a
Foreign and Commonwealth Office	21	7	0	3	0	0	1	0	0	0%
British Council	1	1	0	0	0	0	0	0	0	n/a
Foreign and Commonwealth Office	20	6	0	3	0	0	1	0	0	0%
Forestry Commission	1	0	0	0	0	0	1	0	0	0%
Forestry Commission	1	0	0	0	0	0	1	0	0	0%
HM Revenue & Customs	633	145	1	19	0	2	45	2	4	4%
Child Benefit Office	6	1	0	0	0	0	0	0	0	n/a
HM Revenue & Customs	592	138	1	10	0	1	23	1	2	4%
The Adjudicator's Office	7	1	0	9	0	1	20	1	2	4%
Valuation Office Agency	28	5	0	0	0	0	2	0	0	0%
HM Treasury	13	3	0	0	0	0	0	0	0	n/a
Equitable Life Payment Scheme	7	2	0	0	0	0	0	0	0	n/a
HM Treasury	4	1	0	0	0	0	0	0	0	n/a
Royal Mint	1	0	0	0	0	0	0	0	0	n/a
Home Office	1102	241	4	49	7	26	35	4	2	45%
Border Agency	11	2	0	0	0	0	0	0	0	n/a

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Border Force	61	26	1	2	0	4	3	0	0	57%
Gangmasters and Labour Abuse Authority	65	7	0	0	0	0	0	0	0	n/a
General Register Office	1	0	0	0	0	0	0	0	0	n/a
HM Passport Office	92	27	2	3	1	5	1	0	0	86%
Home Office	218	17	0	1	0	0	0	0	0	n/a
Metropolitan Police Service	2	1	0	0	0	0	0	0	0	n/a
Police	15	1	0	0	0	1	0	0	0	100%
Security Industry Authority	54	6	0	1	0	0	1	0	0	0%
The Disclosure and Barring Service	16	2	0	1	0	0	2	0	0	0%
UK Immigration Enforcement	5	2	0	1	1	2	1	0	0	75%
UK Visas and Immigration	622	155	1	40	5	14	27	4	2	37%
Law Officers	6	2	0	0	0	0	1	0	0	0%
Government Legal Department	6	2	0	0	0	0	1	0	0	0%
Ministry of Defence	16	4	0	1	0	2	1	0	1	50%
Ministry of Defence	12	1	0	0	0	0	0	0	1	0%
Veterans UK	2	3	0	1	0	2	1	0	0	67%
Ministry of Housing, Communities and Local Government	55	17	0	3	0	0	1	0	3	0%
Homes England	2	0	0	0	0	0	0	0	0	n/a
Local Government Boundary Commission for England	0	1	0	0	0	0	0	0	0	n/a
Ministry of Housing, Communities and Local Government	11	2	0	1	0	0	1	0	0	0%
Planning Inspectorate	37	12	0	2	0	0	0	0	3	0%
Valuation Tribunal Service	3	1	0	0	0	0	0	0	0	n/a
Ministry of Justice	1119	294	1	33	1	13	43	2	14	19%
Children and Family Court Advisory and Support Service	315	93	0	6	0	3	12	0	3	17%
Criminal Injuries Compensation Authority	21	4	0	0	0	0	0	0	0	n/a
Durham Tees Valley Community Rehabilitation Company Limited	1	1	0	0	0	0	0	0	0	n/a
Greater Manchester Probation Trust	1	0	0	0	0	0	0	0	0	n/a
Her Majesty's Prison & Probation Service	9	0	0	0	0	0	2	1	0	0%
HM Courts & Tribunals Service	465	124	1	10	0	4	13	1	4	18%
HM Prison Service	13	0	0	0	0	1	0	0	0	100%
HMP Frankland	1	0	0	0	0	0	0	0	0	n/a
HMP Full Sutton	2	0	0	0	0	0	0	0	0	n/a
HMP Oakwood	1	0	0	0	0	0	0	0	0	n/a
Legal Aid Agency	95	28	0	10	0	3	4	0	5	25%
Ministry of Justice	20	3	0	0	0	0	1	0	0	0%
National Probation Service	5	2	0	0	0	0	1	0	0	0%
The Official Solicitor to the Supreme Court	0	1	0	0	0	0	1	0	0	0%
Parole Board	8	1	0	0	0	0	0	0	0	n/a
Prisons and Probation Ombudsman	65	14	0	4	1	0	6	0	1	13%

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The Office of the Public Guardian	51	23	0	3	0	2	3	0	1	33%
Unknown Prison	31	0	0	0	0	0	0	0	0	n/a
Unknown Probation Trust ⁹	5	0	0	0	0	0	0	0	0	n/a
Youth Justice Board for England and Wales	1	0	0	0	0	0	0	0	0	n/a
Office for Standards in Education, Children's Services and Skills (Ofsted)	15	3	0	1	0	0	1	0	0	0%
Office for Standards in Education, Children's Services and Skills (Ofsted)	15	3	0	1	0	0	1	0	0	0%
Office of Gas and Electricity Markets (OFGEM)	41	27	2	9	0	6	5	1	3	40%
Office of Gas and Electricity Markets (OFGEM)	41	27	2	9	0	6	5	1	3	40%
Office of Qualifications and Examinations Regulation (Ofqual)	5	2	0	0	0	0	0	0	0	n/a
Office of Qualifications and Examinations Regulation (Ofqual)	5	2	0	0	0	0	0	0	0	n/a
UK Statistics Authority	7	0	0	0	0	0	0	0	0	n/a
Office for National Statistics	7	0	0	0	0	0	0	0	0	n/a
Unknown Parent	224	3	1	0	0	0	0	0	0	n/a
Cheshire and Greater Manchester Community Rehabilitation Company	1	1	0	0	0	0	0	0	0	n/a
Financial Conduct Authority	1	0	0	0	0	0	0	0	0	n/a
Independent Review Mechanism	1	0	0	0	0	0	0	0	0	n/a
Pubs Code Adjudicator	2	0	0	0	0	0	0	0	0	n/a
Residential Property Tribunal Service	1	0	0	0	0	0	0	0	0	n/a
Sodexo Justice Services	1	0	0	0	0	0	0	0	0	n/a
The Construction Industry Council	3	2	1	0	0	0	0	0	0	n/a
Unknown Government Department	97	0	0	0	0	0	0	0	0	n/a
Unknown organisation	71	0	0	0	0	0	0	0	0	n/a
Unknown Parliamentary Body ¹⁰	30	0	0	0	0	0	0	0	0	n/a
Water Services Regulation Authority (OFWAT)	8	1	0	0	0	0	0	0	0	n/a
Water Services Regulation Authority (OFWAT)	8	1	0	0	0	0	0	0	0	n/a
Grand Total	6571	1197	14	217	16	78	245	15	49	23%

¹Government 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.

²Because of the introduction of our new casework management system and a new recording methodology, data for the number of enquiries received in 2017-18 cannot be compared to data in 2016-17.

³Because of the introduction of our new casework management system and a new recording methodology, data for the number the number of complaints assessed in 2017-18 cannot be compared to data in 2016-17.

⁴Our 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 2017-18 but may not complete it until the following year, 2018-19. Similarly, we may have completed an investigation in 2017-18 which we originally accepted for investigation in the previous year 2016-17.

⁵These are complaints where we start an investigation but are able to resolve the complaint without having to formally complete the investigation.

⁶These 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.

⁷These organisations are not in our jurisdiction, but their actions on behalf of government departments are.

⁸Any complaints about NHS Improvement recorded here relate to the work formerly carried out by Monitor. Monitor and the NHS Trust Development Authority (NHS TDA) were subsumed into NHS Improvement in April 2016 but both organisations continue as legal entities. Complaints about the work formerly carried out by NHS TDA are not recorded here, as they fall within the remit of the Health Service Ombudsman.

⁹These are complaints that come to us without a MP referral or before they are ready for us to look at. In these cases we advise complainants how to take forward their complaint but do not necessarily record the specific organisation complained about.

¹⁰Unknown Government Department, Unknown organisation and Unknown Parliamentary Bodies are enquiries which we were unable to investigate, for example because we found that the issues complained about were outside our jurisdiction, and where we did not record the specific department complained about.

Parliamentary and Health Service Ombudsman

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