

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



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

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			Complaints	Complaints accepted in				Investigations		Uphold rate
		Complaints	resolved through	principle for	Investigations fully	Investigations	Investigations not	resolved without a	Investigations	(upheld or partly
Organisation ¹	Enquiries received ²	assessed ³	intervention	investigation ⁴	upheld	partly upheld	upheld	finding⁵	discontinued ⁶	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%

Operation <th></th> <th></th> <th></th> <th></th> <th>Complaints</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>					Complaints						
OperationProceedingsNamedNam			Complaints			Investigations fully	Investigations	Investigations not		Investigations	
instantiant000 <th< td=""><td>Organisation¹</td><td>Enquiries received²</td><td></td><td></td><td>· ·</td><td></td><td></td><td></td><td></td><td></td><td></td></th<>	Organisation ¹	Enquiries received ²			· ·						
National circle of contractions100 <th< td=""><td>National Archives</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td><td>0</td><td>0%</td></th<>	National Archives	1	1	0	0	0	0	0	1	0	0%
Natioal formatication1100 <th< td=""><td>National Heritage Memorial Fund</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td><td>0%</td></th<>	National Heritage Memorial Fund	0	0	0	0	0	0	0	0	1	0%
Offer of comunication 0 1 0 1 0 <td>National Lottery Commission</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>n/a</td>	National Lottery Commission	1	0	0	0	0	0	0	0	0	n/a
sport reginal torsian allower lyanny lange lange lyanny lyanny lange lyanny 	National Portrait Gallery	1	1	0	0	0	0	0	0	0	n/a
Victor advance21000	Office of Communications	10	2	0	1	0	1	0	0	0	100%
Dependencing for iduation277479007700030000070Contrusion industry fraining Gaunel For Iduation06000<	Sport England	1	1	0	0	0	0	0	0	0	n/a
Construction Industry Training park500 <td>Victoria and Albert Museum</td> <td>2</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>n/a</td>	Victoria and Albert Museum	2	1	0	0	0	0	0	0	0	n/a
Departmer for functional of regand24601003000%Higher Education funding council for England31000<	Department for Education	297	49	0	7	0	3	10	0	2	20%
Index and Shife handing speed of the share of the sha	Construction Industry Training Board	5	0	0	0	0	0	0	0	0	n/a
Higher Equation Funding Consult for England3100<	Department for Education	42	6	0	1	0	0	3	0	0	0%
National Company Lake share here Student Loss Company Lake Student Loss	Education and Skills Funding Agency	14	4	0	1	0	0	0	0	0	n/a
Staden towns company is and is any	Higher Education Funding Council for England	3	1	0	0	0	0	0	0	0	n/a
The Equality and Human Rights Commission600	National College for Teaching & Leadership	4	2	0	0	0	0	0	0	0	n/a
Depertment for hair man and Plant Health Ageny949411107710010000000000000000000000000000000000000	Student Loans Company Ltd	221	34	0	9	0	3	7	0	2	25%
Animal Plant Health Ageny71000100100%Center for Firmoment Fishers and Aquadulure Science1000000007/aConsumer Caunci for Water121000 <td>The Equality and Human Rights Commission</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>n/a</td>	The Equality and Human Rights Commission	6	0	0	0	0	0	0	0	0	n/a
Centre for Environment Fiberies and Aquesulture Science100<	Department for Environment, Food and Rural Affairs	94	21	1	11	0	7	7	0	1	47%
Scienceoro	Animal and Plant Health Agency	7	1	0	0	0	1	0	0	0	100%
Department for Environment. Food and Rural Affairs31001000100%Drinking Water inspectorate1200000001/2Rural Englad11101010101/22/3%Natural Englad11101010101/22/3%Rural Englad111010101005/3%Rural Englad111010001005/3%Rural Englad1110100000005/3%Rural Englad1100 <td></td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>n/a</td>		1	0	0	0	0	0	0	0	0	n/a
Dinking Water Inspectorate1200 <td>Consumer Council for Water</td> <td>12</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>n/a</td>	Consumer Council for Water	12	1	0	0	0	0	0	0	0	n/a
Invionment Agency237140240127%Natural Bigland11101011050%50%Rural Payments Agency183010210067%The Marine Management Organisation7750500100067%Department for International Development4100000007/4Department for International Development210000007/4Government Equalities Office200000007/4Department for International Tade200000007/4Department for International Tade100000007/4Department for International Tade100000007/4Department for International Tade100000007/4Department for International Tade10000007/4Department for International Tade10000007/4Department for International Tade10000007/4Department for International	Department for Environment, Food and Rural Affairs	3	1	0	0	0	1	0	0	0	100%
Natural EnglandIII0I0110050%Rural Payments Agency183010210067%The Marine Management Organisation175000000%0%Department for International Development21000000%0%0%Department for International Development210000000%<	Drinking Water Inspectorate	1	2	0	0	0	0	0	0	0	n/a
Rural Payment Agency183010210067%The Marine Management Organisation1750500100%0%Department for International Development411000 <td>Environment Agency</td> <td>23</td> <td>7</td> <td>1</td> <td>4</td> <td>0</td> <td>2</td> <td>4</td> <td>0</td> <td>1</td> <td>29%</td>	Environment Agency	23	7	1	4	0	2	4	0	1	29%
The Marine Management Organisation17505001000%Department for International Development41000<	Natural England	11	1	0	1	0	1	1	0	0	50%
Department for International Development41000	Rural Payments Agency	18	3	0	1	0	2	1	0	0	67%
Department for International Development210000000n/aGovernment Equilities Office200000000n/aDepartment for International Trade200000000n/aDepartment for International Trade100000000n/aDepartment for International Trade100000000n/aDepartment for International Trade10000000n/aUK Export Finance10000000n/aDepartment for Transport1096321725900n/aDepartment for Transport51000000n/aDepartment for Transport173000000n/aDriver & Vehicle Extended Agency804219148013%Driver Assessor33030100000%10%Independent Complaints Assessor200100000%10%Independent Complaints Assessor2100000<	The Marine Management Organisation	17	5	0	5	0	0	1	0	0	0%
Government Equalities Office200000000n/aDepartment for International Trade200000000n/aDepartment for International Trade100000000n/aUK Export Finance10000000000n/aDepartment for Transport100963217259033%Department for Transport1730000000n/aDepartment for Transport1730000000n/aDiver & Vehicle Licensing Agency8604219148013%Triver & Vehicle Standards Agency808030100000000Independent Complaints Assessor20001000 </td <td>Department for International Development</td> <td>4</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>n/a</td>	Department for International Development	4	1	0	0	0	0	0	0	0	n/a
Department for International Trade200000001/aDepartment for International Trade100000000/a1/aUK Export Finance1000000001/aDepartment for Transport10096321725903337%Civil Aviation Authority5100000001/aDepartment for Transport17300000001/aDriver & Vehicle Licensing Agency8604219148010%3%Driver ad Vehicle Standards Agency330301000000High Speed Two (HS2) Ltd3430301000000%Independent Complaints Assesor200010000000%Office of Rail Regulation100000000000/a0/a	Department for International Development	2	1	0	0	0	0	0	0	0	n/a
Department for International Trade1000000001/aUK Export Finance1000000001/a1/aDepartment for Transport1009632172590337%Civil Aviation Authority5100000001/aDepartment for Transport17300000001/aDriver av Vehicle Istandards Agency8604219148013%Bigbeed Two (HS2) Ltd330301010013%Highways England34303010001010%Independent Complaints Assessor200100010%10%Office of Rail Regulation100000010%Office of Rail Regulation10000010%	Government Equalities Office	2	0	0	0	0	0	0	0	0	n/a
LK Export Finance 1 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 0 1/a Department for Transport 17 3 0 0 0 0 0 0 0 1/a 3/6% Driver & Vehicle Licensing Agency 860 42 1 9 1 4 8 0 1 3/6% Driver and Vehicle Standards Agency 80 8 0 4 0 0 0 1 0% 10% 1 0% 1 0% 1 0% 1 0% 1 0% 1 0% 1 0% 1 0 0 1 0% 1 0% 1 0% 1 0%	Department for International Trade	2	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 0 n/a Driver & Vehicle Licensing Agency 860 42 1 9 1 4 8 0 1 36% Driver & Vehicle Standards Agency 800 42 1 9 1 4 8 0 1 36% Driver and Vehicle Standards Agency 80 8 0 4 0 0 0 1 0% 10%	Department for International Trade	1	0	0	0	0	0	0	0	0	n/a
Civil Aviation Authority 5 1 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 36% Driver and Vehicle Standards Agency 80 8 0 4 0 0 0 0 1 0% High Speed Two (HS2) Ltd 3 0 3 0 3 0 1 0 0 0 10% High ways England 34 3 1 0 0 0 0 0 0 0 0% Independent Complaints Assessor 2 0 0 1 0 0 0 0 0 </td <td>UK Export Finance</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>n/a</td>	UK Export Finance	1	0	0	0	0	0	0	0	0	n/a
Department for Transport1730000000n/aDriver & Vehicle Licensing Agency86042191480136%Driver and Vehicle Standards Agency80804000010%High Speed Two (HS2) Ltd330301000100%High speed Two (HS2) Ltd3430301000100%High speed Two (HS2) Ltd34303010000100%High speed Two (HS2) Ltd3430301000000%High speed Two (HS2) Ltd343030100000%0%High speed Two (HS2) Ltd34300000000%0%0%Independent Complaints Assessor200010000000% <t< td=""><td>Department for Transport</td><td>1009</td><td>63</td><td>2</td><td>17</td><td>2</td><td>5</td><td>9</td><td>0</td><td>3</td><td>37%</td></t<>	Department for Transport	1009	63	2	17	2	5	9	0	3	37%
Driver & Vehicle Licensing Agency 860 42 1 9 1 4 8 0 1 36% Driver and Vehicle Standards Agency 80 80 8 0 4 0 0 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 0 3 0 0 0 1 0 0 0% 0% Independent Complaints Assessor 2 0 0 0 0 0 0 0 0% 0% 0% 0% Maritime and Coastguard Agency 1 0 0 0 0 0 0 0 0% 0% 0% Office of Rail Regulation 1 0 0 0	Civil Aviation Authority	5	1	0	0	0	0	0	0	0	n/a
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 3 0 1 0 0 0 10% High Speed Two (HS2) Ltd 3 3 0 3 0 3 0 1 0 0 0 10% High Speed Two (HS2) Ltd 3 3 0 3 0 3 0 1 0 0 0 10% 0 0 10% 0 10% 0 10% 0 0 0 0 0 0 0 0 0 0 0%	Department for Transport	17	3	0	0	0	0	0	0	0	n/a
High Speed Two (HS2) Ltd33030100100%Highways England34310001000%Independent Complaints Assessor20001000100%Maritime and Coastguard Agency210100010%Office of Rail Regulation1000000n/a	Driver & Vehicle Licensing Agency	860	42	1	9	1	4	8	0	1	36%
Highways England343100100%Independent Complaints Assessor2000100100%Maritime and Coastguard Agency210100010%Office of Rail Regulation1000000n/a	Driver and Vehicle Standards Agency	80	8	0	4	0	0	0	0	1	0%
Independent Complaints Assessor 2 0 0 1 0 0 100% Maritime and Coastguard Agency 2 1 0 1 0 0 1 0% Office of Rail Regulation 1 0 0 0 0 1 0% 1	High Speed Two (HS2) Ltd	3	3	0	3	0	1	0	0	0	100%
Maritime and Coastguard Agency 2 1 0 0 0 0 1 0% Office of Rail Regulation 1 0 0 0 0 0 1 0%	Highways England	34	3	1	0	0	0	1	0	0	0%
Office of Rail Regulation 1 0 0 0 0 0 0 n/a	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%
Transport Focus 2 1 0 0 0 0 0 0 n/a	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

		Complaints	Complaints resolved through	Complaints accepted in principle for	Investigations fully	Investigations	Investigations not	Investigations resolved without a	Investigations	Uphold rate (upheld or partly
Organisation ¹	Enquiries received ²	assessed ³	intervention	investigation⁴	upheld	partly upheld	upheld	finding⁵	discontinued ⁶	upheld)
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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				Complaints						
			Complaints	accepted in				Investigations		Uphold rate
Organisation ¹	Enquiries received ²	Complaints assessed ³	resolved through intervention	principle for investigation⁴	Investigations fully upheld	Investigations partly upheld	Investigations not upheld	resolved without a finding ⁵	Investigations discontinued ⁶	(upheld or partly upheld)
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%

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)
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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