

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					
			(This figure does not include complaints resolved by mediation)	(This figure does not include complaints resolved by mediation)	(This figure does not include complaints resolved by mediation)	(This figure does not include complaints resolved by mediation)	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 uphelds)	Uphold rate (upheld or partly upheld)	
<b>Cabinet Office</b>	21	0	7	4	1	1	0	0	3	0	1	0%	0%	
Cabinet Office	7	0	4	1	0	0	0	0	0	0	0	0%	0%	
Government Equalities Office	1	0	0	0	0	0	0	0	0	0	0	0%	0%	
Office for National Statistics	8	0	1	0	0	0	0	0	0	0	0	0%	0%	
The Equality and Human Rights Commission	5	0	0	0	0	1	0	0	3	1	1	0%	0%	
<b>Charity Commission</b>	33	0	9	0	2	0	0	0	0	0	0	0%	0%	
Charity Commission	33	0	9	0	2	0	0	0	0	0	0	0%	0%	
<b>Crown Prosecution Service</b>	16	0	5	0	1	0	0	0	0	0	0	0%	0%	
Crown Prosecution Service	16	0	5	0	1	0	0	0	0	0	0	0%	0%	
<b>Department for Business and Trade</b>	54	0	12	0	1	0	1	0	0	0	0	100%	100%	
Advisory Conciliation and Arbitration Service	14	0	2	0	1	0	0	0	0	0	0	0%	0%	
Certification Office for Trade Unions and Employers' Associations	2	0	0	0	0	0	0	0	0	0	0	0%	0%	
Companies House	13	0	3	0	0	0	0	0	0	0	0	0%	0%	
Department for Business and Trade	4	0	0	0	0	0	0	0	0	0	0	0%	0%	
Insolvency Service	16	0	7	0	0	0	1	0	0	0	0	0%	100%	
Official Receiver	3	0	0	0	0	0	0	0	0	0	0	0%	0%	
Pubs Code Adjudicator	2	0	0	0	0	0	0	0	0	0	0	0%	0%	
<b>Department for Business, Energy and Industrial Strategy</b>	66	0	8	0	3	0	1	0	0	0	0	0%	100%	
Department for Business, Energy and Industrial Strategy	66	0	8	0	3	0	1	0	0	0	0	0%	100%	
<b>Department for Culture, Media and Sport</b>	33	0	2	0	0	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	1	0	0	0	0	0	0	0	0	0	0	0%	0%	
Department for Culture, Media and Sport	13	0	2	0	1	0	0	1	0	0	0	0%	0%	
Gambling Commission	7	0	1	0	0	0	0	0	0	0	0	0%	0%	
Historic Buildings and Monuments Commission for England	7	0	0	0	1	0	0	0	0	0	0	0%	0%	
Imperial War Museum	1	0	0	0	0	0	0	0	0	0	0	0%	0%	
Sport England	2	0	0	0	0	0	0	0	0	0	0	0%	0%	
The British Film Institute	2	0	1	0	0	0	0	0	0	0	0	0%	0%	
<b>Department for Education</b>	213	0	43	1	1	5	2	0	1	1	0	40%	60%	
Construction Industry Training Board	3	0	1	0	0	0	0	0	0	0	0	0%	0%	
Department for Education	47	0	9	0	1	0	0	0	0	0	0	0%	0%	
Education and Skills Funding Agency	24	0	8	0	1	0	1	0	0	0	0	0%	100%	
Independent Review Mechanism	2	0	0	0	0	0	0	0	0	0	0	0%	0%	
Office For Students	1	0	1	0	0	0	0	0	0	0	0	0%	0%	
Student Loans Company Ltd	132	0	23	1	3	2	0	0	1	0	0	67%	67%	
Teaching Regulation Agency	4	0	1	0	0	0	1	0	0	0	0	0%	100%	
<b>Department for Energy Security and Net Zero</b>	87	0	37	2	5	0	1	4	0	0	0	0%	20%	
Coal Authority	0	0	1	0	0	0	0	0	0	0	0	0%	0%	
Department for Energy Security and Net Zero	4	0	0	0	0	0	0	0	0	0	0	0%	0%	
Office of Gas and Electricity Markets (Ofgem)	83	0	36	2	5	0	1	4	0	0	0	0%	20%	
<b>Department for Environment, Food and Rural Affairs</b>	110	0	38	0	8	2	0	1	0	1	50%	50%		
Animal and Plant Health Agency	2	0	1	0	1	0	0	0	0	1	0%	0%		
Consumer Council for Water	18	0	0	0	0	0	0	0	0	0	0	0%	0%	
Department for Environment, Food and Rural Affairs	42	0	2	0	1	0	0	0	0	0	0	0%	0%	
Environment Agency	42	0	23	0	2	0	0	1	0	0	0	0%	0%	
Forestry Commission	10	0	2	0	1	0	0	0	0	0	0	0%	0%	
Marine Management Organisation	5	0	1	0	0	0	0	0	0	0	0	0%	0%	
Natural England	9	0	3	0	0	0	0	0	0	0	0	0%	0%	
Rural Payments Agency	16	0	6	0	3	0	0	0	0	0	0	100%	100%	
<b>Department for Levelling Up, Housing and Communities</b>	88	0	24	1	0	0	1	1	0	2	0	2%	25%	
CICAIR Limited	0	0	1	0	0	0	0	0	0	1	0	0%	0%	
Department for Levelling Up, Housing and Communities	15	0	3	0	0	0	0	0	0	0	0	0%	0%	
Homes England	28	0	8	1	0	0	1	1	0	0	0	0%	50%	
Leasehold Advisory Service	1	0	1	0	0	0	0	0	0	0	0	0%	0%	
Planning Inspectorate	38	0	8	0	0	0	0	0	0	1	0	0%	0%	
Valuation Tribunal Service	6	0	3	0	0	0	0	0	0	0	0	0%	0%	
<b>Department for Science, Innovation and Technology</b>	303	0	116	4	0	0	1	0	0	0	0	0%	100%	
Engineering and Physical Sciences Research Council	0	0	1	0	0	0	0	0	0	0	0	0%	0%	
Information Commissioner	283	3	109	3	0	0	0	0	0	0	0	0%	0%	
Innovate UK	1	0	0	0	0	0	0	0	0	0	0	0%	0%	
OFCOM	7	0	2	1	0	0	0	0	0	0	0	0%	0%	
Ordnance Survey	2	0	0	0	0	0	0	0	0	0	0	0%	0%	
UK Intellectual Property Office	7	0	2	0	0	0	0	0	0	0	0	0%	0%	
UK Research and Innovation	3	0	3	0	0	0	0	0	0	0	0	0%	100%	
<b>Department for Transport</b>	415	0	63	1	1	0	6	3	0	0	0	67%	67%	
Civil Aviation Authority	7	0	1	0	0	0	1	0	0	0	0	0%	100%	
Department for Transport	12	0	2	0	0	0	1	0	0	0	0	0%	100%	
Driver and Vehicle Licensing Agency	343	0	44	0	1	0	4	3	0	0	0	0%	57%	
Driver and Vehicle Standards Agency	18	0	8	0	0	0	0	0	0	0	0	0%	0%	
High Speed Two (HS2) Ltd	5	0	2	1	0	0	0	0	0	0	0	0%	0%	
Independent Complaints Assessor	1	0	3	0	0	0	0	0	0	0	0	0%	0%	
Maritime and Coastguard Agency	7	0	1	0	0	0	0	0	0	0	0	0%	0%	
National Highways	22	0	1	0	0	0	0	0	0	0	0	0%	0%	
Vehicle Certification Agency	0	0	0	0	0	0	0	0	0	0	0	0%	0%	
<b>Department for Work and Pensions</b>	1235	0	189	6	21	4	7	10	0	0	0	19%	52%	
Capita Business Services Ltd	2	0	1	0	0	0	0	0	0	0	0	0%	0%	
Child Maintenance Service	260	0	43	2	7	2	3	1	0	0	0	33%	83%	
Department for Work and Pensions	907	0	88	4	8	1	3	2	0	0	0	17%	67%	
Health and Safety Executive	17	0	109	0	0	0	0	0	0	0	0	0%	100%	
Health Assessment Advisory Service	2	0	2	0	1	0	0	0	0	0	0	0%	0%	
Independent Assessment Services	0	0	7	0	1	1	0	0	0	0	0	100%	100%	
Independent Case Examiner	23	0	24	0	4	0	0	4	0	0	0	0%	0%	
Jobcentre Plus	5	0	0	0	0	0	0	0	0	0	0	0%	0%	
Pensions Ombudsman	16	0	9	0	0	0	0	0	0	0	0	0%	0%	
The Money and Pensions Service (MaPS)	0	0	1	0	0	0	0	0	0	0	0	0%	0%	
The Pensions Advisory Service	0	0	1	0	0	0	0	0	0	0	0	0%	0%	
The Pensions Regulator	3	0	4	0	0	0	0	1	0	0	0	0%	0%	
<b>Department of Health and Social Care</b>	180	0	60	3	2	1	0	1	0	0	50%	50%		
Care Quality Commission	64	0	18	0	0	0	1	0	0	0	0	0%	0%	
Department of Health and Social Care	74	0	22	0	0	0	0	0	0	0	0	0%	0%	
Health Research Authority	1	0	0	0	0	0	0	0	0	0	0	0%	0%	
Healthcare Safety Investigation Branch	2	0	0	0	0	0	0	0	0	0	0	0%	0%	
Human Tissue Authority	2	0	0	0	0	0	0	0	0	0	0	0%	0%	
Medicines and Healthcare products Regulatory Agency	12	0	4	0	0	0	0	0	0	0	0	0%	0%	
National Guardian Office	1	0	1	0	0	0	0	0	0	0	0	0%	0%	
UK Health Security Agency	24	0	15	0	2	1	0	0	0	0	0	100%	100%	
<b>Electoral Commission</b>	2	0	1	0	0	0	0	0	0	0	0	0%	0%	
Electoral Commission	2	0	1	0	0	0	0	0	0	0	0	0%	0%	
<b>Food Standards Agency</b>	3	0	0	0	0	0	0	0	0	0	0	0%	0%	
Food Standards Agency	3	0	0	0	0	0	0	0	0	0	0	0%	0%	
<b>Foreign, Commonwealth and Development Office</b>	22	0	4	0	0	1	1	0	0	0	50%	100%		
British Council	1	0	0	0	0	0	0	0	0	0	0	0%	0%	
Foreign, Commonwealth and Development Office	21	0	4	0	0	1	1	0	0	0	50%	100%		
<b>Government Legal Department</b>	2	0	0	0	0	0	0	0	0	0	0	0%	0%	
Government Legal Department	2	0	0	0	0	0	0	0	0	0	0	0%	0%	
<b>HM Land Registry</b>	17	0	6	0	0	0	0	0	0	0	0	0%	0%	
HM Land Registry	17	0	6	0	0	0	0	0	0	0	0	0%	0%	
<b>HM Revenue &amp; Customs</b>	453	0	194	6	11	0	4	9	0	0	0	0%	31%	
Child Benefit Office	7	0	0	0	0	0								

Criminal Injuries Compensation Authority	11	0	6	1	0	0	0	0	0	0	0%	0%
HM Courts and Tribunals Service	620	0	166	10	6	0	1	4	0	0	0%	20%
HM Prison and Probation Service	9	0	3	0	0	0	0	0	0	0	0%	0%
HM Prison Service	12	0	1	0	0	0	0	0	0	0	0%	0%
HMP Bullingdon	2	0	1	0	0	0	0	0	0	0	0%	0%
HMP Chelmsford	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Full Sutton	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Hewell	0	0	1	0	0	0	0	0	0	0	0%	0%
HMP Nottingham	3	0	0	0	0	0	0	0	0	0	0%	0%
HMP Ranby	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Rye Hill	2	0	0	0	0	0	0	0	0	0	0%	0%
HMP Swaleside	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Wakefield	4	0	1	0	0	0	0	0	0	0	0%	0%
HMP Whizenoor	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Wormwood Scrubs	1	0	0	0	0	0	0	0	0	0	0%	0%
Holme House Prison	2	0	0	0	0	0	0	0	0	0	0%	0%
Legal Aid Agency	39	0	13	1	0	0	0	0	0	0	0%	0%
Ministry of Justice	20	0	1	0	0	0	0	0	0	0	0%	0%
Parole Board	5	0	2	0	0	0	0	0	0	0	0%	0%
Prisons and Probation Ombudsman	154	0	22	2	0	0	0	0	0	0	0%	0%
Probation Service	13	0	0	0	1	0	0	0	0	0	0%	0%
The Office of the Public Guardian	86	0	31	4	0	0	2	0	0	0	0%	100%
The Official Solicitor to the Supreme Court	0	0	1	0	0	0	0	0	0	0	0%	0%
The Supreme Court	3	0	1	0	0	0	0	0	0	0	0%	0%
Unknown Prison	27	0	0	0	0	0	0	0	0	0	0%	0%
Unknown Probation Trust	1	0	0	0	0	0	0	0	0	0	0%	0%
<b>Northern Ireland Office</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>
Northern Ireland Human Rights Commission	2	0	0	0	0	0	0	0	0	0	0%	0%
<b>Office for Standards in Education, Children's Services and Skills (Ofsted)</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>
Office for Standards in Education, Children's Services and Skills (Ofsted)	18	0	0	0	0	0	0	0	0	0	0%	0%
<b>Office of Qualifications and Examinations Regulation (Ofqual)</b>	<b>17</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>
Office of Qualifications and Examinations Regulation (Ofqual)	17	0	2	0	0	0	0	0	0	0	0%	0%
<b>Office of Rail and Road</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>
Office of Rail and Road	2	0	0	0	0	0	0	0	0	0	0%	0%
<b>Serious Fraud Office</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>
Serious Fraud Office	1	0	0	0	0	0	0	0	0	0	0%	0%
<b>Unknown Government Department or Agency</b>	<b>268</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>
Unknown Government Department or Agency	268	0	0	0	0	0	0	0	0	0	0%	0%
<b>Water Services Regulation Authority (Ofwat)</b>	<b>11</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>
Water Services Regulation Authority (Ofwat)	11	0	2	0	0	0	0	0	0	0	0%	0%
<b>Grand Total</b>	<b>6165</b>	<b>0</b>	<b>1311</b>	<b>58</b>	<b>82</b>	<b>13</b>	<b>32</b>	<b>41</b>	<b>1</b>	<b>4</b>	<b>14%</b>	<b>49%</b>