

Ombudsman	Decided following detailed investigation											
Organisation	Complaints Received	Complaints Resolved by mediation	Decided following primary investigation (This figure does not include complaints resolved by mediation)	Resolved with agreement of the complainant at Initial checks or Primary Investigation (This figure does not include complaints resolved by mediation)	Complaints accepted for 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 upheld)	Uphold rate (upheld or partly upheld)
Cabinet Office	41	0	8	1	2	0	0	1	0	0	0%	0%
Cabinet Office	15	0	4	0	0	0	0	0	0	0	0%	0%
Government Equalities Office	1	0	0	0	0	0	0	0	0	0	0%	0%
Office for National Statistics	18	0	1	1	0	0	0	0	0	0	0%	0%
The Equality and Human Rights Commission	6	0	3	0	2	0	0	1	0	0	0%	0%
UK Statistics Authority	1	0	0	0	0	0	0	0	0	0	0%	0%
Charity Commission	23	0	7	0	1	0	0	0	0	0	0%	0%
Charity Commission	23	0	7	0	1	0	0	0	0	0	0%	0%
Crown Prosecution Service	23	0	5	1	1	0	0	0	0	0	0%	0%
Crown Prosecution Service	23	0	5	1	1	0	0	0	0	0	0%	0%
Department for Business, Energy and Industrial Strategy	126	0	35	2	3	0	0	0	0	0	0%	0%
Advisory Conciliation and Arbitration Service	6	0	2	0	0	0	0	0	0	0	0%	0%
Coal Authority	2	0	1	0	0	0	0	0	0	0	0%	0%
Companies House	11	0	3	0	0	0	0	0	0	0	0%	0%
Construction Industry Training Board	6	0	1	0	0	0	0	0	0	0	0%	0%
Department for Business, Energy and Industrial Strategy	53	0	7	0	1	0	0	0	0	0	0%	0%
Engineering and Physical Sciences Research Council	2	0	0	0	0	0	0	0	0	0	0%	0%
Insolvency Service	18	0	10	1	1	0	0	0	0	0	0%	0%
Ordnance Survey	4	0	1	0	0	0	0	0	0	0	0%	0%
Pub's Code Adjudicator	4	0	0	0	0	0	0	0	0	0	0%	0%
The Oil and Gas Authority	1	0	0	0	0	0	0	0	0	0	0%	0%
UK Intellectual Property Office	10	0	6	0	0	0	0	0	0	0	0%	0%
UK Research and Innovation	9	0	4	1	1	0	0	0	0	0	0%	0%
Department for Digital, Culture, Media & Sport	290	0	102	4	1	0	1	0	0	0	0%	100%
Arts Council of England	4	0	1	0	1	0	1	0	0	0	0%	100%
British Library Board	1	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%
Department for Digital, Culture, Media & Sport	13	0	2	0	0	0	0	0	0	0	0%	0%
Gambling Commission	0	0	1	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%
Information Commissioner	254	0	90	4	0	0	0	0	0	0	0%	0%
Office of Communications	10	0	2	0	0	0	0	0	0	0	0%	0%
Sport England	3	0	2	0	0	0	0	0	0	0	0%	0%
The National Lottery Community Fund	1	0	3	0	0	0	0	0	0	0	0%	0%
The National Lottery Heritage Fund	1	0	0	0	0	0	0	0	0	0	0%	0%
Treasure Valuation Committee	1	0	0	0	0	0	0	0	0	0	0%	0%
Department for Education	212	0	35	0	5	1	2	1	0	0	25%	75%
Department for Education	33	0	4	0	1	0	0	0	0	0	0%	0%
Education and Skills Funding Agency	23	0	8	0	0	0	0	0	0	0	0%	0%
National College for Teaching and Leadership	0	0	1	0	1	0	0	0	0	0	0%	0%
Office For Students	3	0	0	0	0	0	0	0	0	0	0%	0%
Student Loans Company Ltd	149	0	21	0	2	1	2	1	0	0	25%	75%
Teaching Regulation Agency	4	0	1	0	1	0	0	0	0	0	0%	0%
Department for Environment, Food and Rural Affairs	92	0	44	0	7	1	5	0	3	0	0%	11%
Animal and Plant Health Agency	10	0	2	0	2	0	0	0	0	0	0%	0%
Consumer Council for Water	14	0	2	0	0	0	0	0	0	0	0%	0%
Department for Environment, Food and Rural Affairs	6	0	1	0	1	0	0	0	0	0	0%	0%
Drinking Water Inspectorate	0	0	1	0	0	0	0	0	0	0	0%	0%
Environment Agency	31	0	18	0	1	0	0	0	0	0	0%	0%
Forestry Commission	1	0	1	0	0	0	0	0	0	0	0%	0%
Marine Management Organisation	6	0	4	0	0	0	0	0	0	0	0%	0%
Natural England	9	0	3	0	1	0	0	1	0	1	0%	0%
Rural Payments Agency	15	0	12	0	2	0	1	0	0	2	0%	33%
Department for International Trade	2	0	1	0	0	0	0	0	0	0	0%	0%
Department for International Trade	2	0	1	0	0	0	0	0	0	0	0%	0%
Department for Transport	842	0	78	4	4	4	5	3	0	0	33%	75%
Civil Aviation Authority	10	0	5	0	0	1	0	0	0	0	100%	100%
Department for Transport	23	0	2	0	0	0	1	1	0	0	0%	50%
Driver and Vehicle Licensing Agency	715	0	49	4	4	3	2	2	0	0	43%	71%
Driver and Vehicle Standards Agency	57	0	7	0	0	0	0	0	0	0	0%	0%
High Speed Two (HS2) Ltd	5	0	1	0	0	2	0	0	0	0	0%	100%
Independent Complaints Assessor	0	0	5	0	0	0	0	0	0	0	0%	0%
National Highways	29	0	7	0	0	0	0	0	0	0	0%	0%
Office for Zero Emission Vehicles	1	0	0	0	0	0	0	0	0	0	0%	0%
Office of the Traffic Commissioner	0	0	1	0	0	0	0	0	0	0	0%	0%
Vehicle Certification Agency	2	0	0	0	0	0	0	0	0	0	0%	0%
Department for Work and Pensions	1226	0	206	4	16	2	7	3	1	1	14%	64%
Capita Business Services Ltd	3	0	2	0	0	0	0	0	0	0	0%	0%
Child Maintenance Service	253	0	38	2	4	0	3	1	0	1	0%	60%
Department for Work and Pensions	839	0	94	1	6	2	2	1	1	0	33%	67%
Gas Safe Register	1	0	0	0	0	0	0	0	0	0	0%	0%
Health and Safety Executive	32	0	10	0	1	1	0	0	0	0	50%	50%
Health Assessment Advisory Service	4	0	2	0	2	0	0	0	0	0	0%	0%
Independent Assessment Services	11	0	8	0	0	0	1	0	0	0	0%	100%
Independent Case Examiner	40	0	37	1	2	0	0	0	0	0	0%	0%
Jobcentre Plus	6	0	4	0	0	0	0	0	0	0	0%	0%
Pension Protection Fund Ombudsman	2	0	0	0	0	0	0	0	0	0	0%	0%
Pensions Ombudsman	26	0	9	0	0	0	0	0	0	0	0%	0%
The Money and Pensions Service (MaPS)	3	0	0	0	0	0	0	0	0	0	0%	0%
The Pensions Advisory Service	1	0	0	0	0	0	0	0	0	0	0%	0%
The Pensions Regulator	5	0	2	0	1	0	0	0	0	0	0%	0%
Department of Health and Social Care	712	0	92	6	2	0	0	0	0	0	0%	0%
Care Quality Commission	66	0	19	1	2	0	0	0	0	0	0%	0%
Department of Health and Social Care	444	0	53	3	0	0	0	0	0	0	0%	0%
Health Education England	4	0	1	0	0	0	0	0	0	0	0%	0%
Health Research Authority	0	0	1	0	0	0	0	0	0	0	0%	0%
Human Fertilisation and Embryology Authority	1	0	0	0	0	0	0	0	0	0	0%	0%
Human Tissue Authority	2	0	1	0	0	0	0	0	0	0	0%	0%
Medicines and Healthcare products Regulatory Agency	9	0	9	0	0	0	0	0	0	0	0%	0%
National Guardian Office	4	0	1	0	0	0	0	0	0	0	0%	0%
National Institute for Health and Care Excellence	3	0	0	0	0	0	0	0	0	0	0%	0%
NHS Digital	68	0	7	1	0	0	0	0	0	0	0%	0%
Office for Health Improvement and Disparities	58	0	6	1	0	0	0	0	0	0	0%	0%
UK Health Security Agency	53	0	2	0	0	0	0	0	0	0	0%	0%
Electoral Commission	2	0	0	0	0	0	0	0	0	0	0%	0%
Electoral Commission	2	0	0	0	0	0	0	0	0	0	0%	0%
Food Standards Agency	1	0	0	0	0	0	1	0	0	0	0%	100%
Food Standards Agency	1	0	0	0	0	0	1	0	0	0	0%	100%
Foreign, Commonwealth and Development Office	17	0	5	0	2	0	0	0	0	0	0%	0%
Foreign, Commonwealth and Development Office	17	0	5	0	2	0	0	0	0	0	0%	0%
Government Legal Department	5	0	2	0	0	0	0	0	0	0	0%	0%
Government Legal Department	5	0	2	0	0	0	0	0	0	0	0%	0%
HM Land Registry	23	0	8	0	0	0	0	1	0	0	0%	0%
HM Land Registry	23	0	8	0	0	0	0	1	0	0	0%	0%
HM Revenue & Customs	640	0	201	1	9	0	2	8	0	0	0%	20%
HM Revenue and Customs	598	0	168	1	7	0	1	7	0	0	0%	13%
The Adjudicator's Office	25	0	22	0	2	0	0	1	0	0	0%	0%
Valuation Office Agency	17	0	11	0	0	0	1	0	0	0	0%	100%
HM Treasury	18	0	3	0	0	0	0	0	0	0	0%	0%
Equitable Life Payment Scheme	2	0	0	0	0	0	0	0	0	0	0%	0%
Financial Conduct Authority	5	0	0	0	0	0	0	0	0	0	0%	0%
HM Treasury	11	0	1	0	0	0	0	0	0	0	0%	0%
Home Office	821	0	145	10	10	6	11	4	0	1	27%	77%
Border Force	56	0										

Ministry of Housing, Communities and Local Government	9	0	3	0	0	0	0	0	0	0	0%	0%
Planning Inspectorate	41	0	8	0	2	0	0	1	0	0	0%	0%
The Construction Industry Council	0	0	0	0	0	0	0	0	0	0	0%	0%
Valuation Tribunal Service	2	0	1	0	0	0	0	0	0	0	0%	0%
Ministry of Justice	1206	0	393	15	12	2	1	6	0	1	20%	30%
Children and Family Court Advisory and Support Service	311	0	130	3	2	0	0	1	0	0	0%	0%
Criminal Cases Review Commission	3	0	1	0	0	0	0	0	0	0	0%	0%
Criminal Injuries Compensation Authority	15	0	2	0	0	0	0	0	0	0	0%	0%
Her Majesty's Prison and Probation Service	7	0	1	0	0	0	0	0	0	0	0%	0%
HM Courts and Tribunals Service	578	0	167	9	6	1	1	2	0	1	20%	40%
HM Prison Service	10	0	1	0	0	0	0	0	0	0	0%	0%
HMP Brixton	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Chelmsford	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Frankland	2	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	3	0	1	0	0	0	0	0	0	0	0%	0%
HMP Hull	3	0	0	0	0	0	0	0	0	0	0%	0%
HMP Humber	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Liverpool	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Long Lartin	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Nottingham	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Rye Hill	0	0	1	0	0	0	0	0	0	0	0%	0%
HMP Swaleside	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Whaddon	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Woodhill	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Wymott	2	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	35	0	18	1	1	1	0	1	0	0	50%	50%
Marston Group	2	0	1	0	0	0	0	0	0	0	0%	0%
Ministry of Justice	17	0	2	0	0	0	0	0	0	0	0%	0%
National Probation Service	8	0	1	0	0	0	0	1	0	0	0%	0%
Parole Board	5	0	1	0	0	0	0	0	0	0	0%	0%
Prisons and Probation Ombudsman	69	0	24	1	0	0	0	0	0	0	0%	0%
The Office of the Public Guardian	85	0	41	1	3	0	0	1	0	0	0%	0%
The Official Solicitor to the Supreme Court	2	0	0	0	0	0	0	0	0	0	0%	0%
The Supreme Court	2	0	1	0	0	0	0	0	0	0	0%	0%
Unknown Prison	32	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%
Northern Ireland Office	3	0	1	0	0	0	0	0	0	0	0%	0%
Northern Ireland Human Rights Commission	2	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%
Office for Standards in Education, Children's Services and Skills (Ofsted)	4	0	5	0	0	0	1	0	0	0	0%	100%
Independent Complaints Adjudication Service for Ofsted	0	0	1	0	0	0	0	0	0	0	0%	0%
Office for Standards in Education, Children's Services and Skills (Ofsted)	4	0	4	0	0	0	1	0	0	0	0%	100%
Office of Gas and Electricity Markets (Ofgem)	137	0	71	4	5	0	0	1	0	0	0%	0%
Office of Gas and Electricity Markets (Ofgem)	137	0	71	4	5	0	0	1	0	0	0%	0%
Office of Qualifications and Examinations Regulation (Ofqual)	18	0	10	0	0	0	0	0	0	0	0%	0%
Office of Qualifications and Examinations Regulation (Ofqual)	18	0	10	0	0	0	0	0	0	0	0%	0%
Office of Rail and Road	2	0	0	0	0	0	0	0	0	0	0%	0%
Office of Rail and Road	2	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%
Serious Fraud Office	1	0	0	0	0	0	0	0	0	0	0%	0%
Unknown Parent	546	0	2	0	0	0	0	0	0	0	0%	0%
Unknown Government Department	509	0	2	0	0	0	0	0	0	0	0%	0%
Unknown Parliamentary Body	37	0	0	0	0	0	0	0	0	0	0%	0%
Water Services Regulation Authority (Ofwat)	9	0	2	0	0	0	0	0	0	0	0%	0%
Water Services Regulation Authority (Ofwat)	9	0	2	0	0	0	0	0	0	0	0%	0%
Total	7145	0	1484	53	84	15	33	34	1	6	17%	54%