

## Complaints about UK Government Departments and other Public Organisations 2019-20

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%