

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

							Decided following detailed investigation					
Organisation				Resolved with agreement of the complainant at Initial	eement of the Complaints	Detailed	Detailed	Detailed	Detailed Investigations Resolved with			Uphold rate
	Complaints	Complaints Resolved b	y Decided following	checks or Primary	accepted for Detailed	Investigations	Investigations	Investigations	the agreement of the	Investigations	Uphold rate	(upheld or
	Received	mediation	primary investigation	Investigation	Investigation	fully upheld	partly upheld	not upheld	complainant	discontinued	(only upholds)	partly upheld)
Cabinet Office			0					0			0 0%	
Cabinet Office		20	0	-	0			0	-	-	0 09	
The Equality and Human Rights Commission		6	0	2	0	0		0		-	0 09	
Charity Commission		40						0		T	0 09	
Charity Commission								0			0 09	
Crown Prosecution Service		19	0		0			0		-	0 09	
Crown Prosecution Service			0	•	0			0	-	-	0 09	
Department for Business, Energy and Industrial Strategy			-	44	1		-	1	-	-	0 09	
Adjudicator to HM Land Registry		1	0	1	0			0	-	-	0 0%	
Advisory Conciliation and Arbitration Service		0 2	0	о О	0	0	0	0	C .	0 0	0 09	
Coal Authority Companies House		3 15	0	0	0	0	0	0	0	0	0 0% 0 0%	
•		ر <u>ب</u> د	0	+ 0	0	0	0	0	0	0		
Competition and Markets Authority		2	0	0	0	0	0	0	0	0	0 0% 0 0%	
Construction Industry Training Board		3 17	0		0	0	0	0	0	0		
Department for Business, Energy and Industrial Strategy Higher Education Funding Council for England		1	0	5 1	0	0	0	0	0	0	0 0% 0 0%	
		16	0	1	0	0	0	0	0)	0 09	
HM Land Registry Independent Complaints Reviewer		10	0	9	0	0	0	0	0)	0 09	
Innovate UK		0	0	1	0	0	0	0	0)	0 09	
Insolvency Service		22	0	1	0	0	0	0	1) 0	0 09	
Official Receiver		1	0	4	0	0	0	0	1	0	0 09	
Student Loans Company Ltd		99	0	11	1	6	0	1	8	0	0 09	
The Oil and Gas Authority		1	0	1	1	0	0	0	5	0	0 09	
UK Intellectual Property Office		5	0	0	0	0	0	0	0	0	0 09	
UK Research and Innovation		0	0	0	0	0	0	0	0	0	0 09	
United Kingdom Atomic Energy Authority		9 1	0	4	0	0	0	0	0	0	0 09	
Department for Digital, Culture, Media & Sport		259	0	91	5	•	-	0	-	•	0 09	
Arts Council of England		255	0	1	0	0		0	_	-	0 09	
British Library Board		2	0	0	0	0	-	0	C .	0	0 09	
British Museum		1	0	0	0	0	0	0	0	0	0 09	
Department for Digital, Culture, Media & Sport		4	0	0	0	0	0	0	0	0	0 09	
Gambling Commission			0	1	0	0	0	0	0	0	0 09	
Historic Buildings and Monuments Commission for England		1	0	0	0	0	0	0	0	0	0 09	
Information Commissioner		244	0	88	5	1	0	0	1	0	0 09	
National Archives		2	0	0	0	0	-	0	-	0	0 09	
The National Lottery Community Fund		0	0	1	0	0		0	-	0	0 09	
Department for Education		66	0	24	5	2		1	0	0	0 09	
Department for Education		36	0		0			1	0	0	0 09	
Education and Skills Funding Agency		19	0	9	1	0		0	0	0	0 09	
Independent Review Mechanism		2	0	0	0	0	0	0	0	0	0 09	
National College for Teaching & Leadership		1	0	1	0	0	0	0	0	0	0 09	
Standards and Testing Agency		1	0	0	0	1	0	0	0	o	0 09	
Teaching Regulation Agency		7	0	5	4	0	0	0	0	0	0 09	
Department for Environment, Food and Rural Affairs		105	0	34	4	4	2	4	2	0	2 209	
Animal and Plant Health Agency		7	0	6	0	0	0	0	0	0	0 09	
Consumer Council for Water		2	0	0	0	0	0	0	0	0	0 09	
Department for Environment, Food and Rural Affairs		16	0	3	1	0	0	0	0	0	0 09	
Environment Agency		32	0	8	0	1	0	1	0	3	0 09	% 100%
Forestry Commission		5	0	2	0	0	0	0	0	3	0 09	
Marine Management Organisation		6	0	4	0	0	1	1	1	0	2 209	% 40%
Natural England		17	0	3	1	0	0	0	1	0	0 09	
Rural Payments Agency		20	0	8	2	3	1	2	0	0	0 339	% 100% % 0%

Department for International Development	1	0	0	0	0	0	0	0
epartment for International Trade	2	0	0	0	0	0	0	0
Department for International Trade	2	0	0	0	0	0	0	0
Department for Transport	631	0	62	1	12	0	3	7
Civil Aviation Authority	3 9	0	0	0	0	0	0	0
Department for Transport	-	0	2	0	0	0	C C	0
Driver & Vehicle Licensing Agency	546	0	45	0	10 0	0	3 0	/
Driver and Vehicle Standards Agency	41 3	0	7	1	0	0	0	0
High Speed Two (HS2) Ltd Highways England	23	0	2	0	0	0	0	0
Independent Complaints Assessor	23	0	4	0	1	0	0	0
Maritime and Coastguard Agency	2	0	2	0	1	0	0	0
Office of Rail Regulation	1	0	0	0	0	0	0	0
Office of the Traffic Commissioner	2	0	0	0	0	0	0	0
Department for Work and Pensions	1279	0	175	0	5	4	3	7
Capita Business Services Ltd	6	0	2	0	0	4	0	1
Child Maintenance Service	254	0	25	0	0	2	1	1
Department for Work and Pensions	848	0	78	0	3	2	2	1
Health and Safety Executive	32	0	9	0	0	0	0	0
Health Assessment Advisory Service	5	0	3	0	0	0	0	0
Independent Assessment Services	7	0	4	0	0	0	0	0
Independent Case Examiner	62	0	39	0	2	1	0	2
Jobcentre Plus	15	0	2	0	2	0	0	1
Pensions Ombudsman	37	0	11	0	0	0	0	1
The Pensions Advisory Service	37	0	0	0	0	0	0	0
The Pensions Regulator	10	0	4	0	0	0	0	0
Department of Health and Social Care	98	0	19	0	3	0	6	0
Care Quality Commission	66	0	19	0	0	0	4	0
Department of Health and Social Care	10	0	10	0	1	0	2	0
Health Education England	2	0	0	0	0	0	0	0
Medicines and Healthcare products Regulatory Agency	2	0	0	0	0	0	0	0
Public Health England	16	0	2	0	2	0	0	0
Electoral Commission	4	0	2	0	0	0	0	0
Electoral Commission	4	0	2	0	0	0	0	0
Food Standards Agency	3	0	3	0	1	0	0	0
Food Standards Agency	3	0	3	0	1	0	0	0
Foreign and Commonwealth Office	17	0	3	0	1	1	0	0
British Council	2	0	0	0	0	0	0	0
Foreign and Commonwealth Office	15	0	3	0	1	1	0	0
Government Legal Department	6	0	1	0	0	0	0	0
Government Legal Department	6	0	1	0	0	0	0	0
HM Revenue & Customs	574	0	178	2	7	0	3	3
Child Benefit Office	1	0	0	0	0	0	0	0
HM Revenue & Customs	505	0	149	1	7	0	2	2
The Adjudicator's Office	22	0	20	-	0	0	-	- 1
Valuation Office Agency	46	0	9	0	0	0	0	0
HM Treasury	6	0	1	0	0	0	0	0
Financial Conduct Authority	1	0	0	0	0	0	0	0
HM Treasury	5	0	1	0	0	0	0	0
Home Office	738	0	192	11	25	3	10	1
Border Agency	10	0	2	0	0	0	0	0
Border Force	65	0	20	0	1	0	1	0
General Register Office	1	0	0	0	0	0	0	0
Greater Manchester Police	1	0	0	0	0	0	0	0
HM Passport Office	47	0	13	0	0	0	1	0
Home Office	176	0	14	1	3	1	0	0
Metropolitan Police Service	3	0	0	0	0	0	0	0
Northumbria Police	2	0	0	0	0	0	0	0
Office of the Immigration Services Commissioner	2	0	1	0	0	0	0	0
Police	12	0	0	0	0	0	0	0
Security Industry Authority	10	0	4	0	0	0	0	0 0
The Disclosure and Barring Service	15	0	1	0	0	0	0	0
UK Immigration Enforcement	2	0	1	0	0	0	0	0
UK Visas and Immigration	392	0	136	10	21	2	8	1
		~				-	~	
Ministry of Defence	14	0	3	1	0	0	0	0

0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	4	0%	21%
0	0	0%	0%
0	0	0%	0%
0	1	0%	27%
0	0	0%	0%
0	1	0%	0%
0	1	0%	0%
0	1	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0% 25%	0% 44%
0	0	0%	44 <i>%</i> 0%
0	1	40%	60%
0	0	20%	60%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	1	25%	25%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	1	0%	86%
0	0	0%	100%
0	0	0%	100%
0	0	0%	0%
0	0	0%	0%
0	1	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	100%	100%
0	0	0%	0%
0	0	100%	100%
0	0	0%	0%
0	0	0%	0%
0	3	0%	33% 0%
0 0	0 3	0% 0%	29%
0	0	0%	29% 50%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
1	3	17%	72%
0	0	0%	0%
0	0	0%	100%
0	0	0%	0%
0	0	0%	0%
0	0	0%	100%
0	0	100%	100%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
1	3	13%	67%
0	0 0	0%	0%
0	U	0%	0%

Veterans UK	3	0	0	0	0	0	0	0
Ministry of Housing, Communities and Local Government	63	0	16	1	1	0	0	0
CICAIR Limited	0	0	0	0	1	0	0	0
Homes England	1	0	0	0	0	0	0	0
Leasehold Advisory Service	1	0	0	0	0	0	0	0
Ministry of Housing, Communities and Local Government	14	0	1	0	0	0	0	0
Planning Inspectorate	42	0	15	1	0	0	0	0
The Construction Industry Council	1	0	0	0	0	0	0	0
Valuation Tribunal Service	4	0	0	0	0	0	0	0
Ministry of Justice	1148	0	302	14	8	3	5	2
Children and Family Court Advisory and Support Service	335	0	100	5	1	0	1	0
Criminal Injuries Compensation Authority	22	0	5	1	0	0	0	0
Devon and Cornwall Probation Trust	0	0	0	0	0	1	0	0
Her Majesty's Prison & Probation Service	12	0	0	0	0	0	0	0
HM Courts & Tribunals Service	516	0	123	8	5	1	4	0
HM Prison Service	4	0	0	0	0	0	0	0
HMP Dovegate	1	0	0	0	0	0	0	0
HMP Wymott	1	0	0	0	0	0	0	0
Holme House Prison	2	0	1	0	0	0	0	0
Legal Aid Agency	93	0	37	0	1	1	0	1
Ministry of Justice	18	0	1	0	0	0	0	0
National Probation Service	6	0	3	0	0	0	0	0
Norfolk and Suffolk Probation Trust	1	0	0	0	0	0	0	0
Parole Board	4	0	0	0	0	0	0	0
Prisons and Probation Ombudsman	62	0	8	0	0	0	0	0
The Office of the Public Guardian	63	0	24	0	1	0	0	1
The Official Solicitor to the Supreme Court	4	0	0	0	0	0	0	0
The Supreme Court	1	0	0	0	0	0	0	0
Unknown Probation Trust	2	0	0	0	0	0	0	0
Youth Justice Board for England and Wales	1	0	0	0	0	0	0	0
National Crime Agency	1	0	0	0	0	0	0	0
National Crime Agency	1	0	0	0	0	0	0	0
Northern Ireland Office	1	0	1	0	0	0	0	0
Northern Ireland Human Rights Commission	1	0	1	0	0	0	0	0
Office for Standards in Education, Children's Services and Skills (Ofst	11	0	5	0	0	0	0	0
Independent Complaints Adjudication Service for Ofsted	2	0	1	0	0	0	0	0
Office for Standards in Education, Children's Services and Skills (Ofst	9	0	4	0	0	0	0	0
Office of Communications	5	0	2	0	0	0	0	0
Office of Communications	5	0	2	0	0	0	0	0
Office of Gas and Electricity Markets (OFGEM) Office of Gas and Electricity Markets (OFGEM)	150 150	0	68	5	2	0	0	
Office of Qualifications and Examinations Regulation (Ofqual)	9	0	68 6	5	0	0	0	1
Office of Qualifications and Examinations Regulation (Ofqual)	9	0	6	0	0	0	0	0
Serious Fraud Office	1	0	0	0	0	0	0	0
Serious Fraud Office	1	0	0	0	0	0	0	0
UK Statistics Authority	2	0	0	0	0	0	0	0
Office for National Statistics	2	0	0	0	0	0	0	0
Unknown Parent	134	0	1	0	0	0	0	0
Criminal Cases Review Commission	1	0	1	0	0	0	0	0
Unknown Government Department	89	0	0	0	0	0	0	0
Unknown Parliamentary Body	38	0	0	0	0	0	0	0
Unknown Prison	6	0	0	0	0	0	0	0
Water Services Regulation Authority (Ofwat)	8	0	1	0	0	0	0	0
Water Services Regulation Authority (OFWAT)	8	0	1	0	0	0	0	0
	5	Ŭ	-	Ŭ	5	č	č	Ũ
TOTAL	5623	0	1253	50	78	13	36	28
		v						

1	18	14%	51%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0% 0%	0% 0%
0	2	0%	0% 0%
0	2	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	50%	50%
0	0	0% 0%	0% 0%
0 0	0 0	0% 0%	0% 0%
0	0	0%	0%
0	1	17%	83%
0	0	0%	0%
0	0	100%	100%
0	0	0%	0%
0	0	0%	100%
0	1	27%	73%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%
0	0	0%	0%