

								Decided fol	lowing detaile	d investigation	on	
Organisation	Compleints	Complaints Complaints Resolved Decided following			t Complaints accepted for	Detailed			Detailed Investigations Resolved with the	Detailed		Uphold rate
	Received	by mediation	primary investigatio		Detailed Investigation	Investigations fully upheld	Investigations partly upheld	Investigations not upheld	agreement of the complainant	Investigations discontinued	Uphold rate (only upholds)	(upheld or partly upheld)
Cabinet Office		23				2						% 0%
Cabinet Office		15	0		0	0	0	0	0 ()		% 0%
Committee on Standards in Public Life		1	0	0 (0	0	0	0	0 ()		% 0%
The Equality and Human Rights Commission		7	0	0	0	2	0	0	0 ()	0 0	
Charity Commission		17	0	8	0	0	0	0	0 ()	0 0	
Charity Commission		17	0	8 (0	0	0	0	0 ()		% 0%
Crown Prosecution Service		20	0	1 (0	0	0)		% 0%
Crown Prosecution Service		20	0	1 (0	0	0		0 ()		% 0%
Department for Business, Energy and Industrial Strategy		94	0 2	.5	1	0	0)		% 0%
Advisory Conciliation and Arbitration Service		4			0	0)		% 0%
Arts and Humanities Research Council		1	0	0	0	0	0	0	0 ()	0 0	
Coal Authority		1	0	0	0	0	0	0	0 ()		% 0%
Companies House		8	0	3	0	0	0	0	0 ()	0 0	
Competition and Markets Authority		1	0	0	0	0	0	0	0 (-)	0 0	
Construction Industry Training Board		4	0	0	0	0	0	0	0 (-)	0 0	
Department for Business, Energy and Industrial Strategy		29	0	3	0	0	0	0	0 (,)		% 0%
Independent Complaints Reviewer		0	0	0	0	0	0	0	1 () 1		% 0%
Innovate UK		1	0	0	0	0	0	0	0 () 1	0 0	
Insolvency Service		26	0 1	.0	1	0	0	0	0 () 1	0 0	
Maximus Employment &Training Ltd		0	0	1	0	0	0	0	0 () 1		% 0%
Nuclear Decommissioning Authority		1	0	0 ,	0	0	0	0	0 () 1	0 0	
Ordnance Survey		2	0	1	0	0	0	0	0 () 1	0 0	
UK Intellectual Property Office		2	0	2	0	0	0	0	0 () 1	0 0	
UK Research and Innovation		10	0	2	0	0	0	0	0 ())	0 0	
			0	0 (0	0	0	0	0 ())		
United Kingdom Atomic Energy Authority	2	1		•	0	1	ŭ .	•	0 () 1		% 0%
Department for Digital, Culture, Media & Sport		28		'9 : 2 :	1	0	-	=	- `) 1		% 67%
Arts Council of England British Museum		8	0	2	0	0	0	0	0 ()		% 0%
		2	0	1	0	0	0	0	0 () >	0 0	
Department for Digital, Culture, Media & Sport		5	0	1	0	0	0	0	0 ()	0 0	
Gambling Commission		8	0	2	0	0	0	0	0 () >		% 0%
Information Commissioner	1	81	0 /	1	1	1	0	1	1 () >	0 0	
National Archives		3	0	2	0	0	0	0	0 ()	0 0	
OFCOM		2	0	0	0	0	0	0	0 ()		% 0%
Office of Communications		10	0	0	0	0	0	0	0 ()		% 0%
Sport England		3	0	0 (0	0	0	0	0 ()	0 0	
The National Lottery Community Fund		6	0	0 (0	0	0	0	0 () -	0 0	76 076
The National Lottery Heritage Fund		0	<u> </u>	•	0	0	0	1	0 (•		% 100%
Department for Education		73			1	5	=		~		0 17	
Department for Education		28	o .	•	0	0	•	-	0 (•		% 0%
Education and Skills Funding Agency		20	0	7	0	0	ŭ	•	0 (0		% 0%
Independent Review Mechanism		1	0	0	0	0	0	0	0 (0		% 0%
National College for Teaching and Leadership		3	0	0	0	0	0	0	0 (0		% 0%
Office For Students		3	0	1	0	0	0	0	0 (0		% 0%
Standards and Testing Agency		1	· ·	0	0	0	0	1	0 (0		% 100%
Student Loans Company Ltd	1	12	0 2	.2	0	5	1	4	0 ()	0 20	
Teaching Regulation Agency		4	0	4	1	0	0	0	0 (0		% 0%
UFI/Learn Direct		1		•	0	0	•	_	0 (ס		% 0%
Department for Environment, Food and Rural Affairs	1	33		-	0	8	~	_	•)		% 22%
Animal and Plant Health Agency		8	0	2	0	0	0	0	0 ()		% 0%
Consumer Council for Water		19	0	1	0	0	0	0	0 (ס		% 0%
Department for Environment, Food and Rural Affairs		12	0	1	0	0	0	0	0 (ס	0 0	% 0%
Drinking Water Inspectorate		1	0	0	0	0	0	0	0 ()	0 0	% 0%
Environment Agency		47	0	6	0	4	0	1	2 ()	0 0	% 33%
Forestry Commission		6	0	5	0	0	0	0	0 ()	0 0	% 0%
Marine Management Organisation		10	0	4	0	0	0	1	3 ()	0 0	% 25%
Natural England		6	0	6	0	2	0	0	0 ()	0 0	% 0%

Rural Payments Agency	24	0	5	0	2	0	0	2	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	370	0	59	3	15	1	3	9	1	0	7%	29%
Civil Aviation Authority	7	0	0	0	1	0	0	0	0	0	0%	0%
Department for Transport	6	0	3	0	1	0	0	0	0	0	0%	0%
Driver and Vehicle Licensing Agency	300	0	44	3	13	1	3	8	1	0	8%	31%
Driver and Vehicle Standards Agency	30	0	5	0	0	0	0	0	0	0	0%	0%
High Speed Two (HS2) Ltd	3	0	0	0	0	0	0	0	0	0	0%	0%
Highways England	18	0	3	0	0	0	0	0	0	0	0%	0%
Independent Complaints Assessor	2	0	3	0	0	0	0	1	0	0	0%	0%
Maritime and Coastguard Agency	2	0	1	0	0	0	0	0	0	0	0%	0%
Network Rail	1	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	1065	0	171	3	20	0	5	9	0	3	0%	29%
Capita Business Services Ltd	7	0	0	0	1	0	0	1	0	0	0%	0%
Child Maintenance Service	253	0	15	1	3	0	0	0	0	0	0%	0%
Department for Work and Pensions	623	0	82	1	10	0	3	5	0	2	0%	30%
Health and Safety Executive	27	0	8	0	2	0	0	1	0	0	0%	0%
Health Assessment Advisory Service	5	0	0	0	0	0	0	0	0	0	0%	0%
Independent Assessment Services	12	0	9	0	1	0	0	0	0	0	0%	0%
Independent Case Examiner	82	0	39	n	3	n O	2	2	0	1	0%	40%
Jobcentre Plus	11	0	1	n	0	n	0	0	0	0	0%	0%
NEST Corporation	1	0	n	n	0	n	0	0	0	n	0%	0%
Office for Nuclear Regulation	1	0	1	0	0	0	0	0	0	0	0%	0%
Pensions Ombudsman	33	0	13	1	0	0	0	0	0	0	0%	0%
The Pensions Advisory Service	33	0	13	0	0	0	0	0	0	0	0%	0%
The Pensions Regulator	8	0	2	0	0	0	0	0	0	0	0%	0%
Department of Health and Social Care	176	0	21	1	0	1	1	0	0	0	50%	100%
	53	0	17	1	0	0	0	0	0	0	0%	0%
Care Quality Commission	38	0	3	1	0	0	1	0	0	0	0%	100%
Department of Health and Social Care	30	0	3	0	ū	0	1	0	0	0		
Health Education England	2	0	0	0	0	0	0	0	0	0	0%	0%
Human Fertilisation and Embryology Authority	2	0	0	0	· ·	0	· ·	0	ū	0	0%	0%
Human Tissue Authority	1	0	0	0	0	0	0	0	0	0	0%	0%
Medicines and Healthcare products Regulatory Agency	5	0	0	0	0	0	0	0	J	0	0%	0%
National Institute For Health And Clinical Excellence	1	0	0	0	0	0	0	0	0	0	0%	0%
NHS Digital	1	0	0	0	0	0	0	0	0	0	0%	0%
Public Health England	73	0	1	0	0	1	0	0	0	0	100%	100%
Electoral Commission	3	0	1	0	0	0	0	0	0	0	0%	0%
Electoral Commission	3	0	1	0	0	0	0	0	0	0	0%	0%
Food Standards Agency	1	0	1	0	0	0	0	0	0	0	0%	0%
Food Standards Agency	1	0	1	0	0	0	0	0	0	0	0%	0%
Foreign and Commonwealth Office	17	0	2	0	0	0	0	0	0	0	0%	0%
Foreign and Commonwealth Office	17	0	2	0	0	0	0	0	0	0	0%	0%
Government Actuary's Department	1	0	0	0	0	0	0	0	0	0	0%	0%
Government Actuary's Department	1	0	0	0	0	0	0	0	0	0	0%	0%
Government Legal Department	1	0	0	0	0	0	0	0	0	0	0%	0%
Government Legal Department	1	0	0	0	0	0	0	0	0	0	0%	0%
Higher Education Funding Council for England	0	0	0	0	0	0	0	1	0	0	0%	0%
Higher Education Funding Council for England	0	0	0	0	0	0	0	1	0	0	0%	0%
HM Land Registry	22	0	7	0	1	0	0	0	0	0	0%	0%
HM Land Registry	22	0	7	0	1	0	0	0	0	0	0%	0%
HM Revenue & Customs	570	0	165	5	8	1	1	2	0	2	17%	33%
Child Benefit Office	1	0	0	0	0	0	0	0	0	0	0%	0%
HM Revenue and Customs	511	0	126	4	5	1	1	1	0	1	25%	50%
The Adjudicator's Office	30	0	26	1	2	0	0	1	0	1	0%	0%
Valuation Office Agency	28	0	13	0	1	0	0	0	0	0	0%	0%
HM Treasury	15	0	2	0	0	0	0	0	0	0	0%	0%
Crown Estate Office	1	0	1	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	2	0	0	0	0	0	0	0	0	0	0%	0%
HM Treasury	10	0	1	0	0	0	0	0	0	0	0%	0%
Home Office	550	0	133	6	22	6	7	3	0	2	33%	72%
Border Agency	4	0	3	0	0	0	0	0	0	0	0%	0%
	54	0	14	0	1	0	1	1	0	0	0%	50%
Border Force	3.											
Dorset Police	1	0	0	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%

General Register Office	7	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%
Hampshire Constabulary	1	0	0	0	0	0	0	0	0	0	0%	0%
	46	0	0	0	2	0	0	0	0	0		
HM Passport Office	46	U	8	U	2	U	U	U	U	U	0%	0%
Home Office	161	0	14	0	2	1	0	0	0	0	100%	100%
Metropolitan Police Service	1	0	0	0	0	0	0	0	0	0	0%	0%
Northumbria Police	0	0	1	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%
	3	0	1	0	0	0	0	0	0	0		
Police	24	0	1	0	0	0	1	0	0	0	0%	100%
Security Industry Authority	5	0	1	1	0	0	0	0	0	0	0%	0%
The Disclosure and Barring Service	19	0	0	0	0	0	0	0	0	0	0%	0%
UK Immigration Enforcement	0	0	1	0	1	0	0	0	0	0	0%	0%
	· ·	0	1	5	1	-	-	0	O	0		
UK Visas and Immigration	221	0	89	5	16	5	5	2	0	2	36%	71%
Ministry of Defence	17	0	3	0	1	0	0	0	0	0	0%	0%
Ministry of Defence	16	0	2	0	0	0	0	0	0	0	0%	0%
Veterans UK	1	Ω	1	0	1	0	0	0	0	Λ	0%	0%
		0	_	0	2	•			0	0		
Ministry of Housing, Communities and Local Government	74	0	19	1	0	0	0	0	· ·	Ü	0%	0%
Homes England	16	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	15	Λ	3	1	Ω	0	0	Ω	Λ	0	0%	0%
	39	0	15	0	0	0	0	0	0	0		0%
Planning Inspectorate	39	U		U	U	U	U	U	U	U	0%	
The Construction Industry Council	2	0	0	0	0	0	0	0	0	0	0%	0%
Valuation Tribunal Service	1	0	1	0	0	0	0	0	0	0	0%	0%
Ministry of Justice	1086	0	275	11	12	2	5	4	0	1	17%	58%
Children and Family Court Advisory and Support Service	301	0	93	3	1	0	0	1	0	1	0%	0%
	301	-		5	_	-	-	_	· ·	1		
Criminal Cases Review Commission	4	0	0	0	0	0	0	0	0	0	0%	0%
Criminal Injuries Compensation Authority	12	0	4	0	0	0	0	0	0	0	0%	0%
Her Majesty's Prison and Probation Service	3	0	1	0	0	0	0	0	0	0	0%	0%
HM Courts and Tribunals Service	488	0	108	6	6	1	1	3	0	0	20%	40%
	480	0	100	0	0	1	1	3	0	0		
HM Prison Service	8	0	0	0	0	0	0	0	0	0	0%	0%
HMP Frankland	0	0	1	0	0	0	0	0	0	0	0%	0%
HMP Hewell	2	0	0	0	0	0	0	0	0	0	0%	0%
HMP Lowdham Grange	1	n	0	0	n	0	0	0	n	n	0%	0%
	4	0	0	0	0	0	0	0	0	0		
HMP Manchester	1	0	Ü	0	0	0	Ü	0	0	0	0%	0%
HMP Nottingham	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Oakwood	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Ranby	0	Λ	1	0	Ω	0	0	Ω	Λ	0	0%	0%
	2	0	-	0	0	0	0	0	0	0		
HMP Swaleside	2	Ü	Ü	Ü	Ü	Ü	Ü	Ü	Ü	Ü	0%	0%
HMP Wakefield	1	0	0	0	1	0	1	0	0	0	0%	100%
Legal Aid Agency	59	0	29	1	1	0	0	0	0	0	0%	0%
London Community Rehabilitation Company	1	0	0	0	0	0	0	0	0	0	0%	0%
	2	0	0	0	0	0	0	0	0	0		
Marston Group	2	-	-	<u> </u>	-	0	0	-	-	0	0%	0%
Mental Health Review Tribunal	1	0	0	0	0	0	0	0	0	0	0%	0%
Ministry of Justice	15	0	1	0	1	0	2	0	0	0	0%	100%
National Probation Service	3	0	1	0	1	0	0	0	0	0	0%	0%
Official Solicitor and Public Trustee	1	n	0	0	Λ	0	0	n	0	0	0%	0%
	2	0	0	0	0	0	0	0	0	0		
Parole Board	3	0	Ü	0	0	0	Ü	0	0	0	0%	0%
Prisons and Probation Ombudsman	55	0	13	0	1	1	0	0	0	0	100%	100%
The Office of the Public Guardian	87	0	22	1	0	0	1	0	0	0	0%	100%
The Official Solicitor to the Supreme Court	0	0	1	0	0	0	0	0	0	0	0%	0%
	2	0	0	0	0	0	0	0	0	0		
The Supreme Court	2	U	ŭ	U	U	U	U	U	U	U	0%	0%
Unknown Prison	32	0	0	0	0	0	0	0	0	0	0%	0%
National Crime Agency	3	0	1	0	0	0	0	0	0	0	0%	0%
National Crime Agency	3	0	1	0	0	0	0	0	0	0	0%	0%
Northern Ireland Office	1	0	0	0	0	0	0	0	0	0	0%	0%
				-					•	-		
Northern Ireland Office	1	0	0	0	0	0	0	0	0	0	0%	0%
Office for Standards in Education, Children's Services and Skills (Ofsted)	11	0	4	0	0	0	0	0	0	0	0%	0%
Office for Standards in Education, Children's Services and Skills (Ofsted)	11	0	4	0	0	0	0	0	0	0	0%	0%
Office of Gas and Electricity Markets (OFGEM)	224	0	98	4	1	0	0	0	0	0	0%	0%
				•	1	0	-		*			
Office of Gas and Electricity Markets (OFGEM)	224	0	98	4	1	•	0	0	0	0	0%	0%
Office of Qualifications and Examinations Regulation (Ofqual)	6	0	1	0	0	0	0	0	0	0	0%	0%
Office of Qualifications and Examinations Regulation (Ofqual)	6	0	1	0	0	0	0	0	0	0	0%	0%
Office of Rail and Road	1	0	0	0	0	0	0	0	0	0	0%	0%
Office of Rail and Road	1	0	0	0	0	0	0	0	0	0	0%	0%
		- -	U -	· ·	-	Ū	· ·	-	- -	Ū		
Serious Fraud Office	_ 2	0	0	0	0	0	0	0	0	0	0%	0%
Serious Fraud Office	2	0	0	0	0	0	0	0	0	0	0%	0%
UK Statistics Authority	16	0	0	0	0	0	0	0	0	0	0%	0%
Office for National Statistics	16	0	0	0	0	0	0	0	0	0	0%	0%
Office for National Statistics	10	U	U	U	U	U	U	U	U	U	U/0	0/0

Unknown Parent	397	0	0	0	0	0	0	0	0	0	0%	0%
Unknown Government Department	325	0	0	0	0	0	0	0	0	0	0%	0%
Unknown Parliamentary Body	72	0	0	0	0	0	0	0	0	0	0%	0%
Water Services Regulation Authority (Ofwat)	11	0	1	0	0	0	0	0	0	0	0%	0%
Water Services Regulation Authority (OFWAT)	11	0	1	0	0	0	0	0	0	0	0%	0%
Grand Total	5330	0	1152	37	96	12	31	37	1	9	13%	48%