

Complaints about UK Government Departments and other Public Organisations 2023-24

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							
						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)	
Cabinet Office	14	0	2	0	0	0	0	0	0	0	0	0%	0%
Cabinet Office	9	0	2	0	0	0	0	0	0	0	0	0%	0%
Office for National Statistics	3	0	0	0	0	0	0	0	0	0	0	0%	0%
The Equality and Human Rights Commission	2	0	0	0	0	0	0	0	0	0	0	0%	0%
Crown Prosecution Service	19	0	5	0	0	0	0	0	1	0	0	0%	0%
Crown Prosecution Service	19	0	5	0	0	0	0	0	1	0	0	0%	0%
Department for Business and Trade	69	0	31	0	1	0	2	0	0	0	0	0%	100%
Advisory Conciliation and Arbitration Service	13	0	7	0	0	0	1	0	0	0	0	0%	100%
Certification Office for Trade Unions and Employers' Associations	0	0	1	0	0	0	0	0	0	0	0	0%	0%
Companies House	15	0	4	0	0	0	0	0	0	0	0	0%	0%
Department for Business and Trade	5	0	1	0	0	0	0	0	0	0	0	0%	0%
Independent Complaints Reviewer	0	0	1	0	0	0	0	0	0	0	0	0%	0%
Insolvency Service	35	0	17	0	1	0	1	0	0	0	0	0%	100%
Office of the Regulator of Community Interest Companies	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Department for Business, Energy and Industrial Strategy	25	0	13	0	2	0	2	1	0	0	0	0%	67%
Department for Business, Energy and Industrial Strategy	25	0	13	0	2	0	2	1	0	0	0	0%	67%
Department for Culture, Media and Sport	69	0	17	0	2	0	2	1	0	0	0	67%	100%
Arts Council of England	3	0	1	0	0	0	0	0	0	0	0	0%	0%
Charity Commission	44	0	10	0	2	2	0	0	0	0	0	100%	100%
Department for Culture, Media and Sport	3	0	2	0	0	0	0	0	0	0	0	0%	0%
Gambling Commission	6	0	1	0	0	0	0	0	0	0	0	0%	0%
Historic Buildings and Monuments Commission for England	4	0	1	0	0	0	1	0	0	0	0	0%	100%
National Archives	2	0	0	0	0	0	0	0	0	0	0	0%	0%
Sport England	4	1	0	0	0	0	0	0	0	0	0	0%	0%
The National Lottery Community Fund	3	0	1	0	0	0	0	0	0	0	0	0%	0%
Department for Education	290	0	62	0	3	3	1	0	0	0	0	75%	100%
Department for Education	41	0	6	0	2	0	0	0	0	0	0	100%	100%
Education and Skills Funding Agency	6	0	5	0	0	0	0	0	0	0	0	0%	0%
Independent Review Mechanism	2	0	1	0	0	0	0	0	0	0	0	0%	0%
Office for Standards in Education, Children's Services and Skills (Ofsted)	13	0	7	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%
Office of Qualifications and Examinations Regulation (Ofqual)	26	0	11	0	1	0	0	0	0	0	0	0%	0%
Office of the Schools Adjudicator	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Student Loans Company Ltd	190	0	26	0	2	1	1	0	0	0	0	50%	100%
Teaching Regulation Agency	10	0	5	0	0	0	0	0	0	0	0	0%	0%
Department for Energy Security and Net Zero	161	0	53	0	0	0	0	4	0	0	0	0%	0%
Coal Authority	2	0	0	0	0	0	0	0	0	0	0	0%	0%
Department for Energy Security and Net Zero	86	0	3	0	0	0	0	0	0	0	0	0%	0%
Office of Gas and Electricity Markets (Ofgem)	79	0	50	0	0	0	0	4	0	0	0	0%	0%
Department for Environment, Food and Rural Affairs	126	0	47	2	1	0	2	5	0	0	0	0%	29%
Animal and Plant Health Agency	8	0	3	0	0	0	0	0	0	0	0	0%	0%
Consumer Council for Water	26	0	3	0	0	0	0	0	0	0	0	0%	0%
Department for Environment, Food and Rural Affairs	15	0	3	0	0	0	0	0	0	0	0	0%	0%
Drinking Water Inspectorate	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Environment Agency	27	0	16	0	0	0	0	3	0	0	0	0%	0%
Forestry Commission	7	0	1	0	0	0	0	0	0	0	0	0%	100%
Marine Management Organisation	4	0	4	0	0	0	0	0	0	0	0	0%	0%
Natural England	5	0	5	0	0	0	0	0	0	0	0	0%	0%
Office for Environmental Protection	1	0	1	0	0	0	0	0	0	0	0	0%	0%
Rural Payments Agency	13	0	9	1	0	0	1	2	0	0	0	0%	33%
Veterinary Medicines Directorate	1	0	1	0	0	0	0	0	0	0	0	0%	0%
Water Services Regulation Authority (Ofwat)	1	0	1	0	0	0	0	0	0	0	0	0%	0%
Department for Levelling Up, Housing and Communities	187	0	38	0	0	0	0	0	0	0	0	0%	0%
Department for Levelling Up, Housing and Communities	21	0	7	1	0	0	0	0	0	0	0	0%	0%
HM Land Registry	21	0	4	0	0	0	0	0	0	0	0	0%	0%
Homes England	99	0	14	1	0	0	0	0	0	0	0	0%	0%
Planning Inspectorate	40	0	11	0	0	0	0	0	0	0	0	0%	0%
Valuation Tribunal Service	6	0	0	0	0	0	0	0	0	0	0	0%	0%
Department for Science, Innovation and Technology	266	0	116	2	1	0	0	0	0	0	0	0%	0%
Building Digital UK	3	0	0	0	0	0	0	0	0	0	0	0%	0%
Department for Science, Innovation and Technology	3	0	0	0	0	0	0	0	0	0	0	0%	0%
Information Commissioner	237	0	108	2	0	0	0	0	0	0	0	0%	0%
Innovate UK	3	0	1	0	0	0	0	0	0	0	0	0%	0%
OFCOM	13	0	3	0	0	0	0	0	0	0	0	0%	0%
Ordnance Survey	0	0	1	0	0	0	0	0	0	0	0	0%	0%
UK Intellectual Property Office	2	0	2	0	0	0	0	0	0	0	0	0%	0%
UK Research and Innovation	4	0	0	0	0	0	1	0	0	0	0	0%	0%
UK Space Agency	1	0	1	0	0	0	0	0	0	0	0	0%	0%
Department for Transport	379	1	73	0	6	1	1	1	0	0	0	33%	67%
Civil Aviation Authority	10	0	5	0	1	0	0	0	0	0	0	0%	0%
Department for Transport	3	0	4	0	0	0	0	0	0	0	0	0%	0%
Driver and Vehicle Licensing Agency	308	0	52	0	3	1	1	1	0	0	0	33%	67%
Driver and Vehicle Standards Agency	35	0	5	0	0	0	0	0	0	0	0	0%	0%
High Speed Two (HS2) Ltd	3	0	1	0	0	0	0	0	0	0	0	0%	0%
Independent Complaints Assessor	0	0	1	0	0	0	0	0	0	0	0	0%	0%
Maritime and Coastguard Agency	0	0	1	0	0	0	0	0	0	0	0	0%	0%
National Highways	19	1	4	0	2	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%	0%
Department for Work and Pensions	1351	0	252	7	11	7	8	12	0	1	25%	54%	
Capita Business Services Ltd	6	0	1	0	0	0	0	0	0	0	0	0%	0%
Child Maintenance Service	350	0	82	2	4	1	2	2	0	1	24%	57%	
Department for Work and Pensions	840	0	109	2	5	6	4	1	0	0	55%	91%	
Health and Safety Executive	29	0	6	0	0	0	0	0	0	0	0	0%	0%
Health Assessment Advisory Service	3	0	2	0	0	0	1	0	0	0	0	0%	100%
Independent Assessment Services	6	0	1	0	1	0	0	0	0	0	0	0%	0%
Independent Case Examiner	54	0	26	3	1	0	0	9	0	0	0	0%	0%
Jobcentre Plus	10	0	1	0	0	0	0	0	0	0	0	0%	0%
Pension Protection Fund	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Pensions Ombudsman	40	0	13	0	0	0	0	0	0	0	0	0%	0%
The Money and Pensions Service (MaPS)	2	0	0	0	0	0	0	0	0	0	0	0%	0%
The Pensions Regulator	1	0	1	0	0	0	0	0	0	0	0	0%	0%
Department of Health and Social Care	107	0	37	2	3	1	1	0	0	0	0	50%	100%
Care Quality Commission	58	0	12	0	3	0	1	0	0	0	0	0%	100%
Department of Health and Social Care	19	0	9	0	0	0	0	0	0	0	0	0%	0%
Health Education England	4	0	2	0	0	0	0	0	0	0	0	0%	0%
Health Services Safety Investigations Body	1	0	1	1	0	0	0	0	0	0	0	0%	0%
Human Tissue Authority	0	0	1	0	0	0	0	0	0	0	0	0%	0%
Medicines and Healthcare products Regulatory Agency	2	0	1	0	0	0	0	0	0	0	0	0%	0%
National Institute for Health and Care Excellence	6	0	1	0	0	0	0	0	0	0	0	0%	0%
UK Health Security Agency	13	0	10	1	0	1	0	0	0	0	0	100%	100%
Electoral Commission	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%
Food Standards Agency	1	0	1	0	0	0	0	0	0	0	0	0%	0%
Food Standards Agency	1	0	1	0	0	0	0	0	0	0	0	0%	0%
Foreign, Commonwealth and Development Office	29	0	8	0	0	0	1	0	0	0	0	0%	100%
British Council	1	0	0	0	0	0	0	0	0	0	0	0%	0%
Foreign, Commonwealth and Development Office	28	0	8	0	0	0	1	0	0	0	0	0%	100%
Government Legal Department	4	0	0	0	0	0	0	0	0	0	0	0%	0%
Government Legal Department	4	0	0										

Lincolnshire Police	0	0	1	1	0	0	0	0	0	0	0%	0%
Merseyside Police	1	0	0	0	0	0	0	0	0	0	0%	0%
Metropolitan Police Service	3	0	0	0	0	0	0	0	0	0	0%	0%
Office of the Immigration Services Commissioner	3	0	0	0	0	0	0	0	0	0	0%	0%
Police	50	0	1	0	0	0	0	0	0	0	0%	0%
Security Industry Authority	4	0	0	0	0	0	1	0	0	0	0%	100%
The Disclosure and Barring Service	29	0	1	0	1	0	1	0	0	0	0%	100%
UK Visas and Immigration	224	0	41	3	7	2	3	3	0	1	22%	56%
West Midlands Police	2	0	1	0	0	0	0	0	0	0	0%	0%
Ministry of Defence	49	0	6	0	0	0	0	2	0	0	0%	0%
Ministry of Defence	18	0	2	0	0	0	0	0	0	0	0%	0%
Veterans UK	31	0	4	0	0	0	0	2	0	0	0%	0%
Ministry of Justice	1466	0	418	17	5	1	1	3	0	1	17%	33%
Askham Grange Prison and Young Offender Institution	1	0	0	0	0	0	0	0	0	0	0%	0%
Children and Family Court Advisory and Support Service (CAFCASS)	275	0	100	4	0	0	0	0	0	0	0%	0%
Criminal Cases Review Commission	2	0	0	0	0	0	0	0	0	0	0%	0%
Criminal Injuries Compensation Authority	21	0	4	0	0	0	0	0	0	0	0%	0%
HM Courts and Tribunals Service	762	0	212	10	3	1	1	2	0	1	20%	40%
HM Prison and Probation Service	22	0	1	0	0	0	0	0	0	0	0%	0%
HM Prison Service	11	0	0	0	0	0	0	0	0	0	0%	0%
HMP Altcourse	3	0	1	0	0	0	0	0	0	0	0%	0%
HMP Dartmoor	1	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 Featherstone	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Frankland	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Highpoint	1	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 Lewes	2	0	0	0	0	0	0	0	0	0	0%	0%
HMP Lowdham Grange	4	0	0	0	0	0	0	0	0	0	0%	0%
HMP Norwich	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Peterborough	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Preston	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Risley	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Wandsworth	2	0	1	0	0	0	0	0	0	0	0%	0%
HMP Wealstun	1	0	0	0	0	0	0	0	0	0	0%	0%
HMP Woodhill	2	0	0	0	0	0	0	0	0	0	0%	0%
HMP Wormwood Scrubs	2	0	0	0	0	0	0	0	0	0	0%	0%
Legal Aid Agency	24	0	21	0	0	0	0	0	0	0	0%	0%
Ministry of Justice	16	0	4	0	0	0	0	0	0	0	0%	0%
Official Solicitor and Public Trustee	3	0	1	0	0	0	0	0	0	0	0%	0%
Parole Board	8	0	2	1	0	0	0	0	0	0	0%	0%
Prisons and Probation Ombudsman	182	0	44	0	0	0	0	0	0	0	0%	0%
Probation Service	29	0	1	0	1	0	0	1	0	0	0%	0%
The Office of the Public Guardian	67	0	26	2	1	0	0	0	0	0	0%	0%
Unknown Prison	16	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%
Northern Ireland Office	0	0	1	0	0	0	0	0	0	0	0%	0%
Northern Ireland Human Rights Commission	0	0	1	0	0	0	0	0	0	0	0%	0%
UK Export Finance	1	0	0	0	0	0	0	0	0	0	0%	0%
UK Export Finance	1	0	0	0	0	0	0	0	0	0	0%	0%
Unknown Government Department or Agency	319	0	0	1	0	0	0	0	0	0	0%	0%
Unknown Government Department or Agency	319	0	0	1	0	0	0	0	0	0	0%	0%
Grand Total	6022	1	1420	52	53	17	31	37	0	3	19%	55%