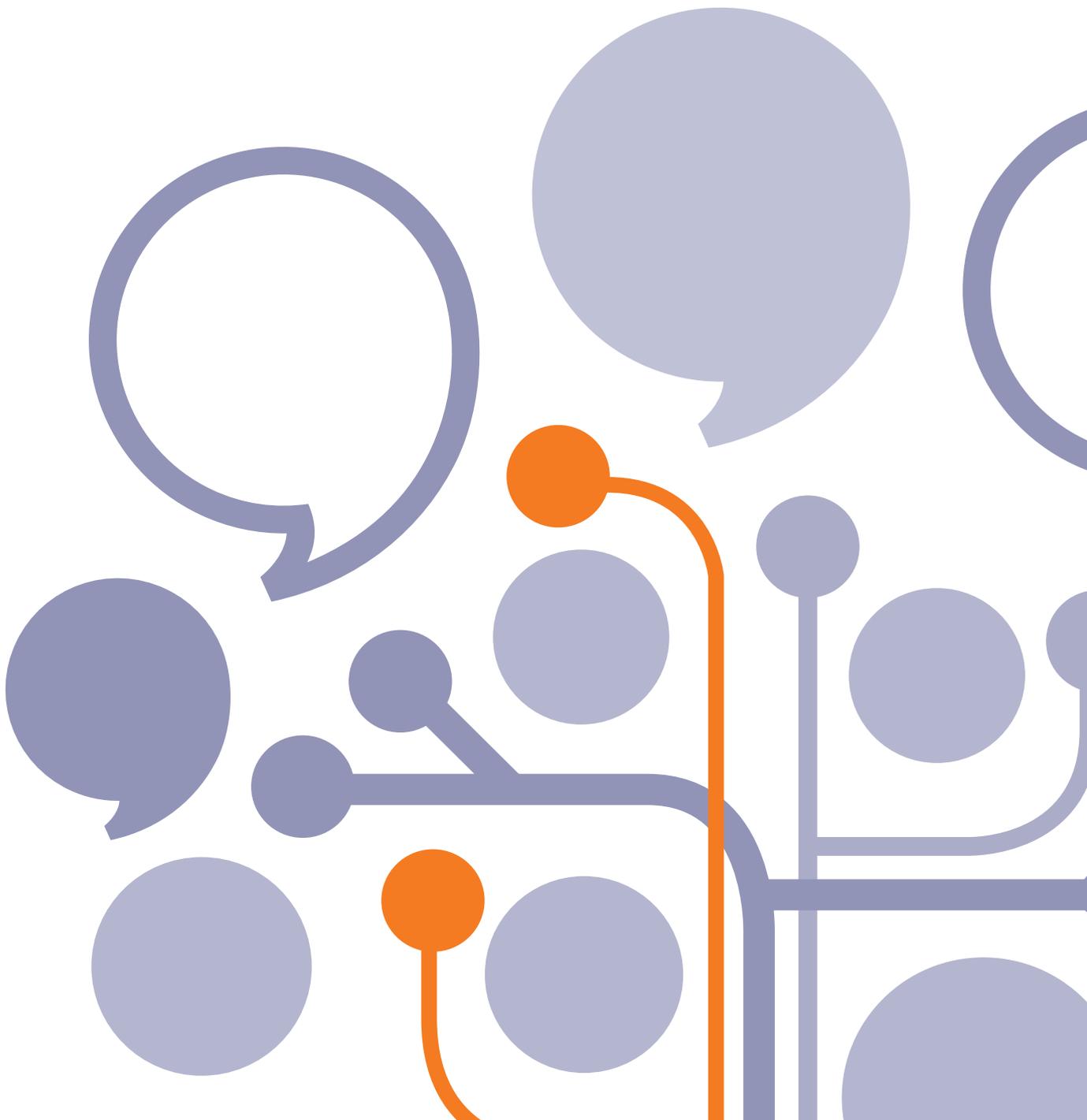


# Responsive and Accountable?

Statistical report on complaint handling by  
government departments and public organisations 2011-12





# Responsive and Accountable?

Statistical report on complaint handling by  
government departments and public organisations 2011-12

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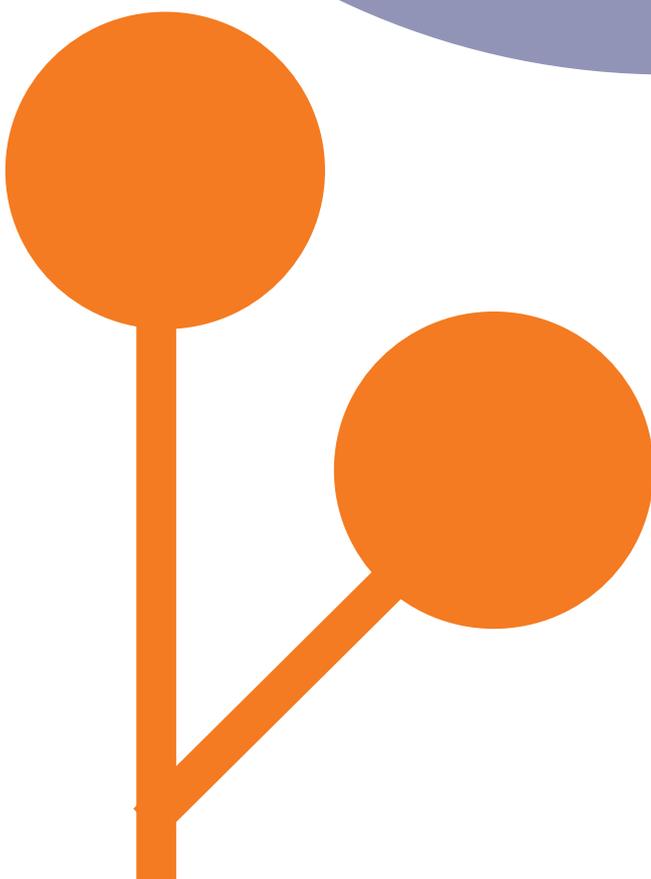
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# Introduction

This is a supplement to *Responsive and Accountable? The Ombudsman's review of complaint handling by government departments and public organisations 2011-12*. In this supplement we publish detailed data about the complaints that we dealt with in 2011-12.



This includes an overview of complaints received and resolved in 2011-12 along with detailed statistical information about the complaint handling performance of individual government departments and public organisations.

Volume of complaints can provide an early warning of failures in service delivery, but a high number of complaints does not necessarily mean poor performance. It could mean that information provided by organisations about how to make a complaint is good. Many other factors can affect the volume of complaints, including the number of customers they have.

Government departments act as sponsors for different organisations. For example, in 2011-12 the UK Border Agency was sponsored by the Home Office. When we receive a complaint, we record it under the name of the organisation and under the name of the sponsor government department.

This supplement lists complaints statistics by organisation and by government department. Figures for government departments include the number of complaints for the organisations that the department sponsors.

Sometimes, the number of complaints about a government department may be greater than the total number of complaints about the organisations it sponsors. This is because we may have received complaints about the government department or a service it provides directly to the public.

# Complaints about government departments and public organisations in 2011-12

People can come to us if they remain unhappy once a government department or public organisation has tried to resolve their complaint.

This page gives a snapshot of the volume of complaints we receive and how we dealt with them. In 2011-12 we received 6,818 complaints from the public wanting to complain about government departments and public organisations. This was a 7% decrease on the year before.

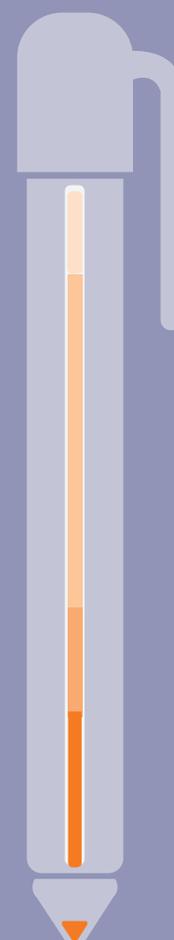
We resolved **6,892** complaints in the year:

**198** We gave advice to people on the right organisation to complain to.

**5,061** We helped people who had not complained to the organisation directly in the first instance or had not received a final response. We gave advice on what to do next.

**403** Withdrawn by the complainant.

**1,230** We took a closer look.



## A closer look

Of the 1,230 complaints we looked at closely:



In **779 complaints** we found that there was no case to answer



In **207 complaints** we found that things had gone wrong, but had been put right



In **126 complaints** we put things right quickly without the need for a formal investigation (compared with 127 the year before)



We agreed to investigate **118 complaints** last year (compared with 125 the year before)

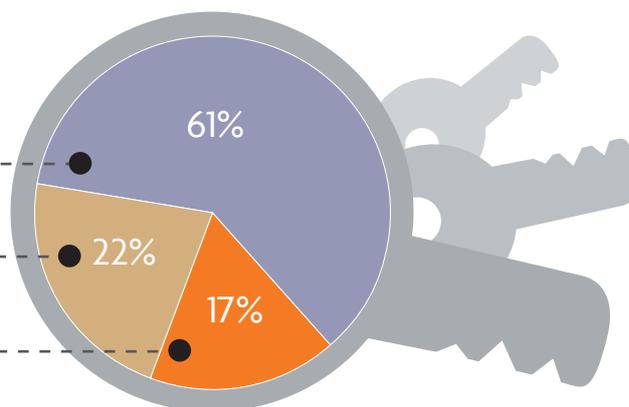
## Investigations

In 2011-12 we resolved 114 complaints by formal investigation, of which:

Fully upheld

Partly upheld

Not upheld



## Outcomes

When we found that something had gone wrong, our work led to:



**114** apologies



**122** wider remedies



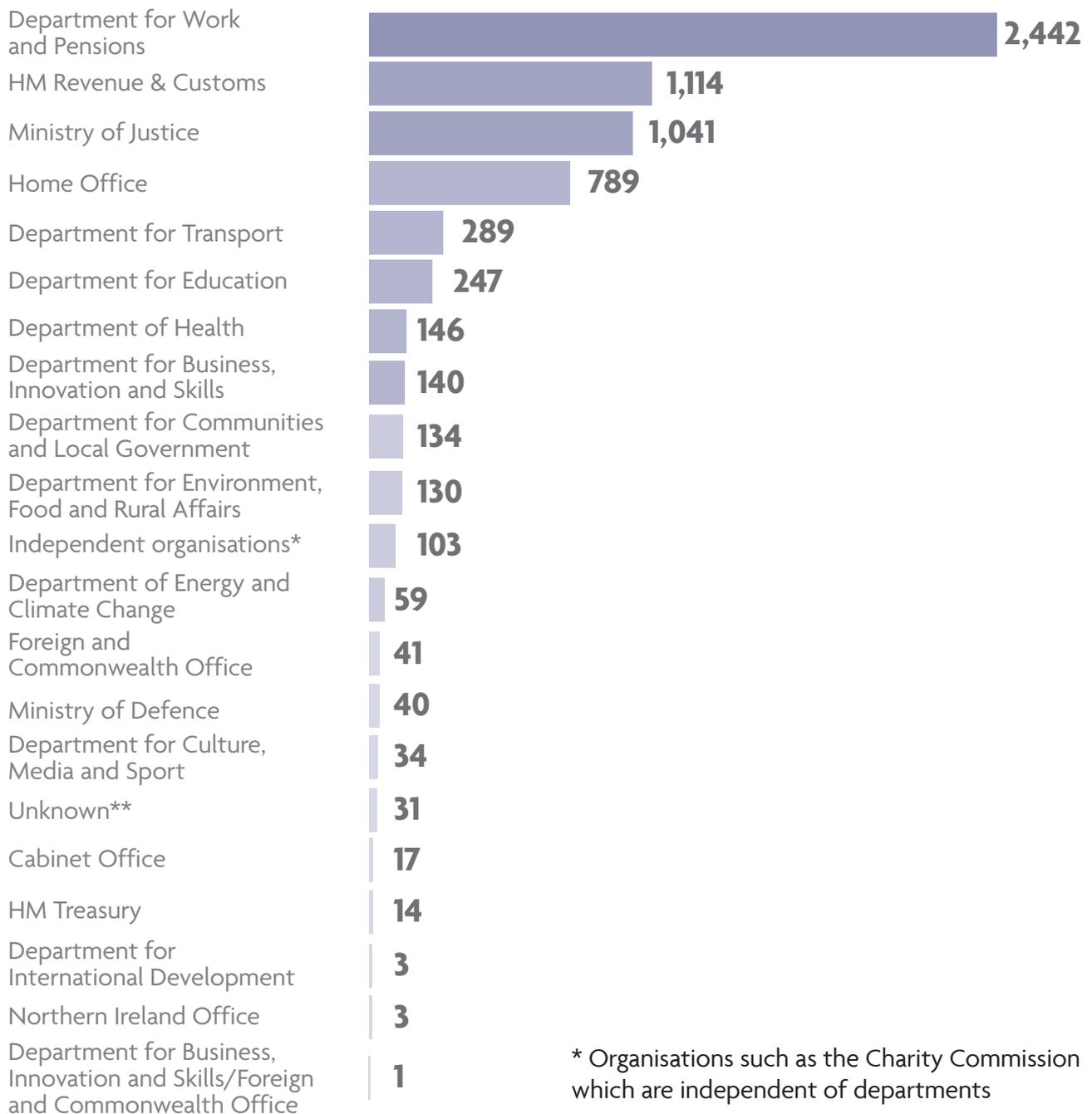
**189** compensation payments

This includes complaints we resolved without the need for a formal investigation.

# Complaints received



Complaints received, ranked by government department, including complaints about organisations they sponsor

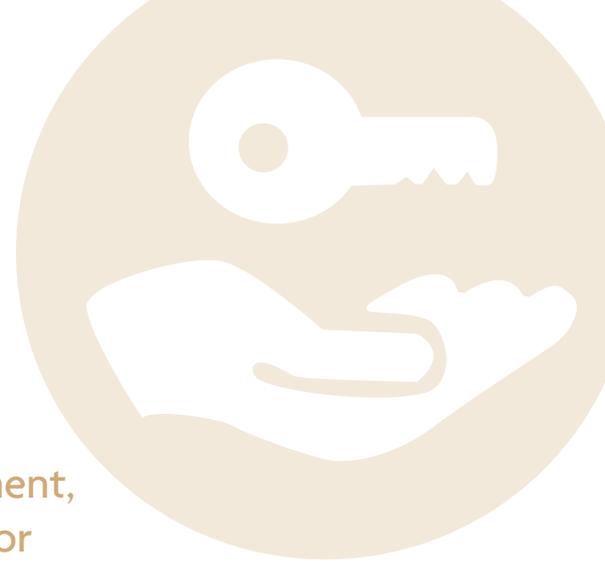


**Total: 6,818**

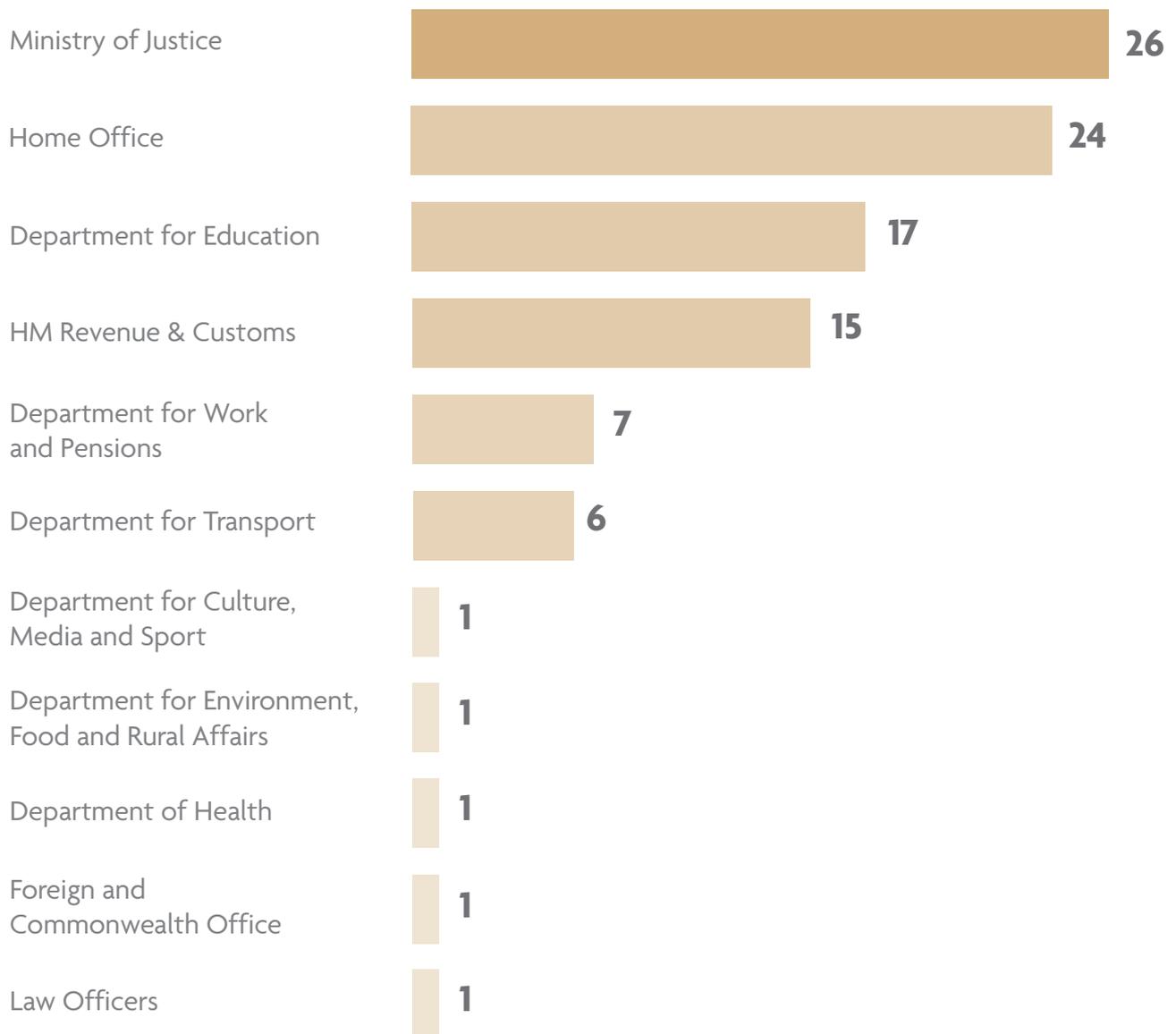
\* Organisations such as the Charity Commission which are independent of departments

\*\* Complaints where we are unable to determine the department concerned

# Interventions



Interventions, ranked by government department, including those with organisations they sponsor



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**Total: 100**

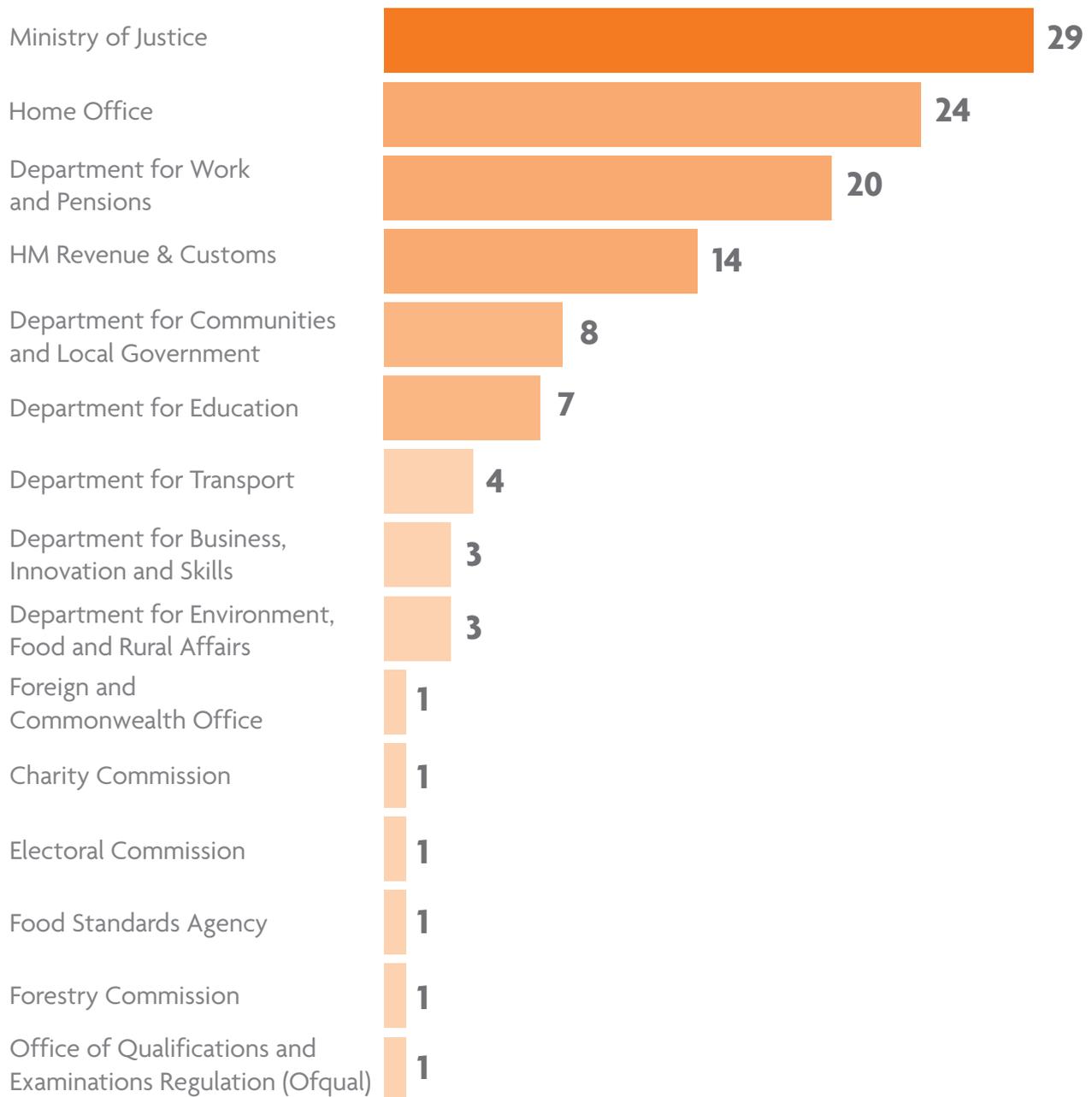
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An intervention is where the organisation complained about remedies the complaint without the need for formal investigation

# Complaints accepted



Complaints accepted for formal investigation, ranked by government department, including about organisations they sponsor



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**Total: 118**

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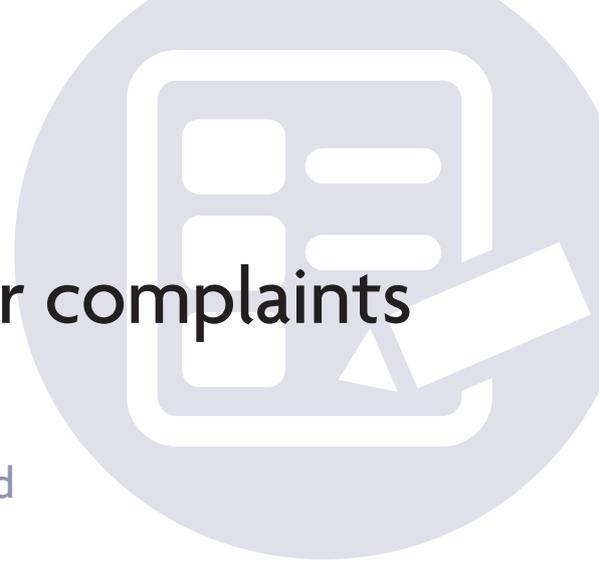
# Complaints investigated and reported on



Complaints investigated and reported on, ranked by government department, including about organisations they sponsor

			Uphold rate
Ministry of Justice	21		86%
Home Office	19		89%
Department for Work and Pensions	18		72%
Department for Environment, Food and Rural Affairs	15		100%
HM Revenue & Customs	15		53%
Department for Business, Innovation and Skills	9		100%
Department for Education	6		100%
Department for Communities and Local Government	3		100%
Department of Health	3		100%
Department for Transport	1		100%
Foreign and Commonwealth Office	1		0%
Ministry of Defence	1		100%
Forestry Commission	1		0%
Office for Standards in Education, Children's Services and Skills (Ofsted)	1		100%
<b>Total: 114</b>			<b>83%</b>

# Most frequent reasons for complaints



Properly made complaints which were resolved without the need for a formal investigation



The numbers may add up to more than 100% because some complaints involve more than one issue.



## Investigated complaints we reported on



The numbers may add up to more than 100% because some complaints involve more than one issue.

# Issues raised about complaint handling

Properly made complaints resolved without the need for a formal investigation



## 30% Inadequate financial remedy

- 17% Failure to act in accordance with law and relevant guidance
- 11% Poor explanation
- 11% No acknowledgement of mistakes
- 10% Focus on process not outcomes
- 9% Failure to understand the complaint and outcome sought by complainant
- 8% Unnecessary delay
- 7% Inadequate other personal remedy
- 7% Communication with complainant unhelpful, ineffective, disrespectful
- 7% Response not evidence based
- 6% Factual errors in response to complaint
- 6% Response incomplete
- 4% Response not proportionate to seriousness of complaint
- 3% Response not tailored to individual needs
- 3% Failure to respond in writing to complaint

The numbers may add up to more than 100% because some complaints involve more than one issue.



## Investigated complaints we reported on

45%

### Inadequate financial remedy

18%

Failure to act in accordance with law and relevant guidance

15%

Unnecessary delay

15%

Failure to understand the complaint and outcome sought by complainant

12%

No acknowledgement of mistakes

12%

Focus on process not outcomes

8%

Poor explanation

7%

Inadequate other personal remedy

6%

Communication with complainant unhelpful, ineffective, disrespectful

5%

Response incomplete

4%

Inadequate apology

4%

Failure to co-ordinate with other bodies involved in complaint

4%

Poor information about the complaints process

4%

Response not proportionate to seriousness of complaint

3%

Factual errors in response to complaint

The numbers may add up to more than 100% because some complaints involve more than one issue.



# Detailed statistics about government departments and public organisations 2011-12



# Detailed statistics about government departments and public organisations 2011-12

	Complaints received	Complaints resolved through intervention
Adjudicator to HM Land Registry	2	0
Advisory Conciliation and Arbitration Service	3	0
Arts and Humanities Research Council	3	0
Arts Council of England	1	0
Big Lottery Fund	1	0
British Library Board	1	0
British Museum	1	1
Cabinet Office	17	0
Care Quality Commission	69	0
Carillion Energy Services*	2	0
Charity Commission	19	0
Child Benefit Office	48	0
Child Support Agency	638	4
Children and Family Court Advisory and Support Service	218	17
Civil Aviation Authority	9	0
Commission for Equality and Human Rights	15	1
Companies House	19	0
Construction Industry Training Board	1	0
Consumer Council for Water	19	0
Consumer Focus	1	0
Court Funds Office	1	0
Criminal Injuries Compensation Authority	27	1
Criminal Records Bureau	30	1
Crown Estate Office	2	0
Crown Prosecution Service (under Victim's Code)	3	0

Detailed statistics about government departments and public organisations 2011-12

Complaints accepted for investigation	Investigated complaints reported on	Investigated complaints reported on: fully upheld %	Investigated complaints reported on: partly upheld %	Investigated complaints reported on: not upheld %
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
1	0	-	-	-
0	0	-	-	-
4	7	100%	0%	0%
7	6	83%	17%	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	-	-	-

## Detailed statistics about government departments and public organisations 2011-12

	Complaints received	Complaints resolved through intervention
Debt Management Unit	30	0
Department for Business, Innovation and Skills	34	0
Department for Communities and Local Government	23	0
Department for Culture, Media and Sport	2	0
Department for Education	24	0
Department for Environment, Food and Rural Affairs	17	0
Department for International Development	3	0
Department for Transport	15	0
Department for Work and Pensions	44	0
Department of Energy and Climate Change	59	0
Department of Health	51	0
Driver and Vehicle Agency	1	0
Driver and Vehicle Licensing Agency	193	4
Driving Standards Agency	23	1
Electoral Commission	1	0
Environment Agency	51	0
Export Credits Guarantee Department	1	0
Food Standards Agency	6	0
Foreign and Commonwealth Office	41	1
Forestry Commission	9	0
Gambling Commission	3	0
Gangmasters Licensing Authority	2	0
Gas and Electricity Markets Authority	3	0
General Social Care Council	20	0
Government Actuary's Department	2	0
Government Office for the West Midlands	1	0
Health and Safety Executive	44	1
Health Protection Agency	2	1
High Speed Two (HS2) Ltd	6	0

Detailed statistics about government departments and public organisations 2011-12

Complaints accepted for investigation	Investigated complaints reported on	Investigated complaints reported on: fully upheld %	Investigated complaints reported on: partly upheld %	Investigated complaints reported on: not upheld %
0	0	-	-	-
1	6	0%	100%	0%
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
1	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
3	1	100%	0%	0%
0	0	-	-	-
1	0	-	-	-
0	0	-	-	-
0	0	-	-	-
1	0	-	-	-
1	1	0%	0%	100%
1	1	0%	0%	100%
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	3	100%	0%	0%
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-

## Detailed statistics about government departments and public organisations 2011-12

	Complaints received	Complaints resolved through intervention
Highways Agency	24	0
Historic Buildings and Monuments Commission for England	1	0
HM Courts & Tribunals Service	531	22
HM Prison Service	76	0
HM Revenue & Customs	792	12
HM Treasury	13	0
Home Office	20	0
Homes and Communities Agency	1	0
Identity and Passport Service	56	1
Independent Case Examiner	194	1
Independent Complaints Reviewer	14	0
Independent Living Fund	4	0
Independent Regulator of NHS Foundation Trusts (Monitor)	1	0
Independent Review Service for the Social Fund	22	0
Independent Safeguarding Authority	2	0
Information Commissioner	122	1
Insolvency Service	20	0
Jobcentre Plus	1,083	0
Land Registry	26	0
Leasehold Advisory Service	1	0
Legal Services Commission	88	1
Medical Research Council	1	0
Medical Services ATOS Healthcare**	10	0
Medicines and Healthcare products Regulatory Agency	4	0
Ministry of Defence	27	0
Ministry of Justice	30	0
National Insurance Contributions Office	6	0
National Lottery Commission	8	0
National Offender Management Service	30	0

Detailed statistics about government departments and public organisations 2011-12

Complaints accepted for investigation	Investigated complaints reported on	Investigated complaints reported on: fully upheld %	Investigated complaints reported on: partly upheld %	Investigated complaints reported on: not upheld %
1	0	-	-	-
0	0	-	-	-
15	11	55%	27%	18%
0	1	0%	0%	100%
7	6	33%	50%	17%
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
2	1	0%	100%	0%
9	7	43%	0%	57%
0	0	-	-	-
1	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
1	1	0%	100%	0%
5	3	33%	33%	33%
0	0	-	-	-
0	0	-	-	-
4	4	50%	50%	0%
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	1	100%	0%	0%
3	2	100%	0%	0%
0	0	-	-	-
0	0	-	-	-
1	0	-	-	-

## Detailed statistics about government departments and public organisations 2011-12

	Complaints received	Complaints resolved through intervention
National Probation Service (under Victim's Code)	2	0
Natural England	9	1
Northern Ireland Human Rights Commission	1	0
Northern Ireland Office	2	0
Office for National Statistics	3	0
Office for Standards in Education, Children's Services and Skills (Ofsted)	15	0
Office for Tenants and Social Landlords (Tenant Services Authority)	7	0
Office of Communications	16	0
Office of Fair Trading	12	0
Office of Qualifications and Examinations Regulation (Ofqual)	3	0
Office of Rail Regulation	7	0
Office of the Children's Commissioner	1	0
Office of the Immigration Services Commissioner	1	0
Official Receiver	4	0
Ordnance Survey	1	0
Parole Board	3	0
Pension Protection Fund	1	0
Pensions Ombudsman	12	0
Planning Inspectorate	88	0
Police (under Victim's Code)	9	1
Prisons and Probation Ombudsman	52	0
Probation Trusts	11	0
Rail Passengers' Council	2	1
Regional Development Agencies	4	0
Remploy Ltd	2	0
Residential Property Tribunal Service	4	0
Royal Mint	1	0
Rural Payments Agency	30	0

Detailed statistics about government departments and public organisations 2011-12

Complaints accepted for investigation	Investigated complaints reported on	Investigated complaints reported on: fully upheld %	Investigated complaints reported on: partly upheld %	Investigated complaints reported on: not upheld %
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	1	100%	0%	0%
1	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	-	-	-
7	3	100%	0%	0%
0	0	-	-	-
2	0	-	-	-
0	0	-	-	-
0	0	-	-	-
1	0	-	-	-
0	0	-	-	-
0	0	-	-	-
0	0	-	-	-
2	15	93%	7%	0%

## Detailed statistics about government departments and public organisations 2011-12

	Complaints received	Complaints resolved through intervention
Security Industry Authority	29	0
Service Personnel and Veterans Agency	13	0
Skills Funding Agency	5	0
Standards for England	2	0
The Adjudicator's Office	238	3
The Office of the Public Guardian	48	0
The Official Solicitor to the Supreme Court	6	0
The Pension, Disability and Carers Service	357	1
The Pensions Regulator	1	0
The Supreme Court	1	0
Treasury Solicitor	7	1
UK Border Agency	636	21
UK Intellectual Property Office	7	0
UK Trade & Investment	1	0
Valuation Office Agency	30	0
Valuation Tribunal Service	6	0
Vehicle and Operator Service Agency	8	0
Vehicle Certification Agency	1	0
Water Services Regulation Authority (OFWAT)	14	0
Witness Care Units (under Victim's Code)	1	0
Young People's Learning Agency for England	4	0
Youth Offending Teams (under Victim's Code)	1	0
Unknown	31	0
<b>Total</b>	<b>6,818</b>	<b>100</b>

\* Carillion Energy Services is not a body in jurisdiction but its actions on behalf of the Department for Energy and Climate Change are.

\*\* Medical Services ATOS Healthcare is not a body in jurisdiction but its actions on behalf of the Department for Work and Pensions are.







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