

Alternative legal remedy should be initially considered during the assessment stage of a case, but routinely considered through-out the lifetime of a case. Further information about the recording of this information, and the factors we ask caseworkers to consider is available in section 3 of our Service Model main guidance which is available on our website and therefore exempt under s21 of the FOIA (reasonably accessible by other means). A link to the Service Model Guidance is below:

<https://www.ombudsman.org.uk/about-us/corporate-information/freedom-information-and-data-protection/our-publication-scheme/our-service-model>

Please see the below table showing the number of fully upheld complaints regarding Child Support Agency/Child Maintenance Service since 01/01/2013.

Investigations concerning the following organisations:  Child Support Agency Child Maintenance Service	Upheld Complaints
2013/14	1
2014/15	5
2015/16	1
2016/17	0
2017/18	2
2018/19 - year to date	0

Please see the below table showing the number of fully upheld complaints regarding the Department for Work and Pensions since 01/01/2013.

Investigations concerning the Department for Work and Pensions	Upheld Complaints
2013/14	0
2014/15	1
2015/16	2

2016/17	0
2017/18	1
2018/19 - year to date	0

We have no recorded incidents of the CSA or DWP refusing to comply.

Since 2013, we have records of two public bodies refusing to accept a recommendation made to them following an investigation:

- Electoral Commission <https://www.gov.uk/government/publications/a-complaint-about-the-electoral-commission>
- Prison and Probation Ombudsman