

Outcome of Code Complaints 2020-2021

Month	Department	Summary	Outcome
April 2020	Department for Work & Pensions	Conduct of civil servant	Referred back to Department
	Other	Handling of HR complaint	Referred back to Department
	National Crime Agency	Bullying, harassment and discrimination	Referred back to Department
	Department for International Development	Conduct of civil servant and Department	Out of Scope
	Legal Aid Agency	HR policy and management issues	Out of Scope
	Government Internal Audit Agency	Handling of internal investigations within another Government Department	Out of Scope
	Charity Commission	Employment tribunal	Out of Scope
May 2020	Department for Work & Pensions	Remote working policy	Out of Scope
	HM Revenue & Customs	Dismissal	Out of Scope
	Home Office	Conduct of civil servant and Department's social media account	Out of Scope
	Department for Work & Pensions	Non-civil servant complaint about the conduct of a civil servant	Out of Scope
	Other	Harassment	Out of Scope
	HM Revenue & Customs	Employment tribunal	Out of Scope
	Other	Non-civil servant complaint about the conduct of civil servant and procedural issues	Out of Scope
	Cabinet Office	Special Advisor conduct	Out of Scope
	Cabinet Office	Special Advisor conduct	Out of Scope

	Cabinet Office	Special Advisor conduct	Out of Scope
	Cabinet Office	Special Advisor conduct	Out of Scope
	Cabinet Office	Conduct of Department on social media	Out of Scope
	Cabinet Office	Special Advisor conduct	Out of Scope
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	Cabinet Office	Special Advisor conduct	Out of Scope
	Department for Work & Pensions	Dismissal	Out of Scope
	Other	Citizenship and divorce regulations	Out of Scope
June 2020	Other	Employment tribunal	Out of Scope
	HM Courts & Tribunals Service	HR policy issues	Out of Scope
	Cabinet Office	Special Advisor conduct	Out of Scope
	Cabinet Office	Special Advisor conduct	Out of Scope
	Department for Health	Conduct of civil servants within their roles	Out of Scope
	Other	Conduct of fire service staff	Out of Scope
	Cabinet Office	Special Advisor conduct	Out of Scope
	Ministry of Defence	HR management and policy issues; conduct of civil servant on social media	Referred back to Department
	Other	HR management and policy implementation	Out of Scope
	Cabinet Office	Special Advisor conduct	Out of Scope
	Other	Non-civil servant complaint about conduct of NHS	Out of Scope

	Ministry of Defence	Internal relations within the Department and conduct of civil servant	Referred back to Department
	Competition and Markets Authority	Bullying and discrimination	Referred back to Department
	Health & Safety Executive	Department's commercial activities and application of Disability Confident Scheme	Out of Scope
July 2020	HM Revenue & Customs	Conduct of civil servant within their role	Referred back to Department
	Other	Bullying and harassment	Out of Scope
	Department for Transport	HR management and policy issues	Referred back to Department
	Department for Education	Conduct of civil servants within their roles	Referred back to Department
	Scottish Government	Lack of response by Department to a grievance raised	Out of Scope
	OFSTED	Non-civil servant complaint about Department	Out of Scope
	HM Revenue & Customs	Conduct of civil servants during grievance process	Referred back to Department
	Scottish Government	Non-civil servant complaint about the conduct of a civil servant on social media	Out of Scope
	Other	Whistleblowing	No response from complainant
August 2020	Home Office	Conduct of Department in an internal recruitment campaign	No response from complainant
	Department for Work & Pensions	Bullying and harassment	Referred back to Department
	Department for Education	Bullying and harassment	Out of Scope
	Cabinet Office	Demotion	Out of Scope
	Other	Conduct of civil servant on social media	Referred back to Department
	Other	HR policy issues	Out of Scope
	Home Office	Non-civil servant complaint about the conduct of the Department on social media	Out of Scope
	Ministry of Defence	HR management and policy issues	Out of Scope
	Home Office	Conduct of Department on social media	Referred back to Department

	Other	Conduct of social worker	Out of Scope
	Home Office	Conduct of Department on social media	Referred back to Department
September 2020	HM Revenue & Customs	HR management and policy issues	Referred back to Department
	Other	Non-civil servant complaint about the conduct of a civil servant	Out of Scope
	Other	Brexit legislation	Referred back to Department
	Other	Brexit legislation	Referred back to Department
	Other	Brexit legislation	Referred back to Department
	Scottish Government	Conduct of civil servants within their roles	Referred back to Department
	Other	Non-civil servant complaint about the conduct of civil servant and perceived conflict of interest	Referred back to Department
October 2020	Other	Bullying, harassment and discrimination	Out of Scope
	Other	Conduct of Department on social media	Referred back to Department
	Other	Conduct of Department on social media	Referred back to Department
	Ministry of Justice	Conduct of a civil servant within their role	Referred back to Department
	Foreign & Commonwealth Office	Conduct of a civil servant outside of their role	Referred back to Department
	Foreign & Commonwealth Office	HR management and policy issues; bullying, harassment and discrimination	Out of Scope
	Department for Transport	HR policy and management issues	Out of Scope
	Other	Bullying, harassment and discrimination	Out of Scope
	HM Revenue & Customs	Political impartiality of a civil servant	Referred back to Department
	Cabinet Office	Non-civil servant complaint	Referred back to Department
	Department for Transport	Victimisation	Referred back to Department
	Ministry of Defence	HR management and policy issues	Out of Scope
	Ministry of Defence	Recruitment based Code complaint	Referred back to Department
	Cabinet Office	Non-civil servant complaint about Department	Referred back to Department

November 2020	Department for Work & Pensions	HR management and policy issues	Out of Scope
	Other	Non-civil servant complaint about personal matters involving a civil servant	Referred back to Department
	Other	Conduct of civil servant	Referred back to Department
	Home Office	HR management and policy issues; bullying, harassment and discrimination	Out of Scope
	Department for Work & Pensions	Conduct of civil servant	Referred back to Department
December 2020	Ministry of Defence	Non-civil servant complaint about soldiers	Out of Scope
	Department for Work & Pensions	Discrimination	Referred back to Department
	Department for Work & Pensions	Conduct of civil servant and Department	Referred back to Department
	Department for Work & Pensions	HR management and policy issues	Out of Scope
	Ministry of Justice	HR management and policy issues	Referred back to Department
	Other	Conduct of civil servant	No response from complainant
January 2021	Home Office	Conduct of civil servant	Referred back to Department
	Crown Office & Procurator Fiscal Service	HR management and policy issues	Out of Scope
	Department for Work & Pensions	Conduct of civil servant	Referred back to Department
	HM Revenue & Customs	HR policy and management issues	Out of Scope
	Home Office	Bullying, harassment and discrimination	Referred back to Department
	Ministry of Defence	Remuneration dispute	Out of Scope
February 2021	Department for Transport	Bullying, harassment and discrimination; internal policy	Out of Scope

	Department for Environment Food & Rural Affairs	Conduct of civil servant	Referred back to Department
	Other	Non-civil servant complaint about the Department	Out of Scope
	Other	Conduct of civil servant within their role	Referred back to Department
	Other	Bullying and harassment	Out of Scope
	National Crime Agency	Non-civil servant complaint	Out of Scope
	Other	Conduct of Department on social media	Referred back to Department
	Home Office	Handling of a grievance	Withdrawn
	National Crime Agency	Conduct of civil servant	No response from complainant
	Department for Work & Pensions	Grievance and bullying	Referred back to Department
March 2021	Cabinet Office	Departmental recruitment practices and conduct of civil servants within their roles	Referred back to Department
	Ministry of Justice	Handling of a HR complaint; whistleblowing	No response from complainant
	Ministry of Defence	Non-civil servant complaint about dismissal	Out of Scope
	Other	Bullying, harassment, discrimination	Referred back to Department
	Other	Non-civil servant complaint about the handling of cases by the Department	Out of Scope
	Other	Conduct of civil servant on social media	Referred back to Department
	Department for Transport	Conduct of civil servants within their roles	Referred back to Department
	Foreign, Commonwealth & Development Office	Work culture	Referred back to Department
	National Crime Agency	Pension related issues	Out of Scope

	Ministry of Defence	Non-civil servant complaint about the conduct of a civil servant and dismissal	Out of Scope
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