

Note from the Ombudsman on corrections to Annual Report 2016

24 May 2017

Following the publication of my Annual Report 2016 it was brought to my attention that the statistics concerning the number of Service complaints resolved in 2016 provided by the Royal Air Force (RAF) and included in my report were incorrect.

The statistics provided by the RAF for this one issue were calculated using a method that was not in line with the request made by the OSCO. These are the only statistics within the report that are incorrect. I have been reassured by the RAF that this was a genuine error and steps have been taken by my office, the Ministry of Defence and the RAF to ensure that such an error never occurs again.

Below is the full list of corrections for the hard copy report and supplementary brochure. Updated PDF versions of both documents are available on our website www.servicecomplaintsombudsman.org.uk

Full report		
Page	Current text	Corrected text
vii	"34% of complaints raised in 2016 were closed as of 31 December 2016"	"31% of complaints raised in 2016 were closed as of 31 December 2016"
2	"In the first year of operation the OSCO received 335 applications requesting the Ombudsman use her powers of investigation."	"In the first year of operation the OSCO received and actioned 335 applications requesting the Ombudsman use her powers of investigation."
18	"Of the 711 new Service complaints that were deemed admissible in 2016, only 34% were closed as of 31 December 2016"	"Of the 711 new Service complaints that were deemed admissible in 2016, only 31% were closed as of 31 December 2016"
19	"Across the three Services only 41% of complaints were closed within the 24 week target"	"Across the three Services only 39% of complaints were closed within the 24 week target"
21	"The Ombudsman notes that even with the new calculation of the 24 week period, the RAF were able to close 61% of new complaints within 24 weeks."	"The Ombudsman notes that under the new calculation the RAF closed 50% of new complaints within 24 weeks."
35	"Tri-Service, 41% of complaints were	"Tri-Service, 39% of complaints were

	closed within 24 week target.”	closed within the 24 week target.”
35	“Of those admissible complaints: 34% were closed within the year, the RAF achieved the highest in-year closure rate (54%).”	“Of those admissible complaints: 31% were closed within the year and the Naval Service achieved the highest in-year closure rate (45%).”
37	“ Timeliness: Tri-Service the percentage of complaints received and closed within the 24-week target period in 2016 was 41% - well short of the Ministry of Defence’s 90% target. This varied markedly by Service, with the RAF showing the highest proportion of complaints closed within the target (65%) compared to the Navy (57%) and Army (25%).”	“ Timeliness: Tri-Service the percentage of complaints received and closed within the 24 week target period in 2016 was 39% - well short of the Ministry of Defence’s 90% target. This varied markedly by Service, with the Naval Service showing the highest proportion of complaints closed within the target (57% compared to the RAF (50%) and Army (25%).”

Supplementary brochure		
Page	Current text	Corrected text
3	Graphic concerning 90% target	
	“RAF 61%”	“RAF 50%”
3	“Across the three Services only 41% of complaints were closed within the 24 week target”	“Across the three Services only 39% of complaints were closed within the 24 week target”

Please be assured that we did not knowingly publish incorrect information and that from the time I was formally notified of this issue all steps were taken to determine what went wrong and to correct the published information as swiftly as possible.



Nicola Williams
Service Complaints Ombudsman