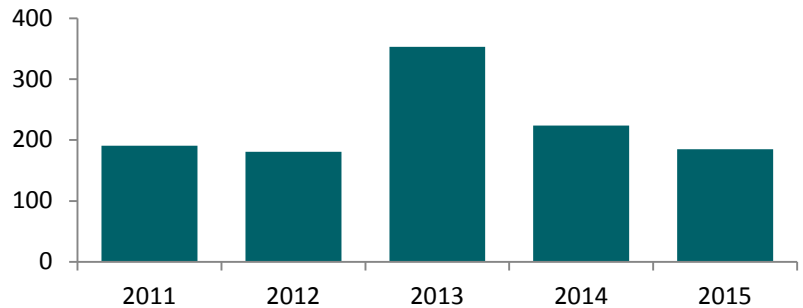


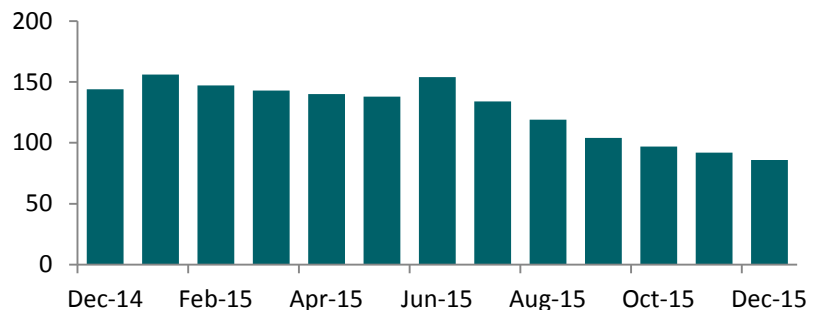
### Key findings

- The Navy reported 185 complaint receipts in 2015 – down 17% on the previous year and 48% on a peak seen in 2013.
- Female personnel made 14% of complaints received, despite accounting for 10% of personnel.
- BAME personnel made 5% of complaints received, despite account for 3% of personnel.
- There were 86 open complaints at the end of December 2015. This fell through the year, with a 40% drop compared to December 2014 (144).
- There was an 85% fall in the number of open ‘legacy’ cases (received prior to 2015).
- The majority of complaints relate to ‘terms and conditions of Service’. This is consistently the largest category accounting for an average of 55%.
- The proportion of cases decided within the 24 week target increased from 55% in 2014 to 72% in 2015.
- The number of open complaints beyond the 24 week target decreased by 50% between December 2014 and 2015 (from 76 to 38 complaints).
- The average time red flag cases spend open beyond the 24-week limit fell by 15% (from 22 weeks to 19 weeks).

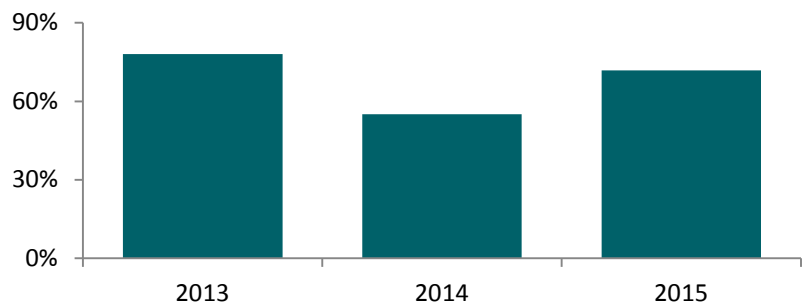
**Fig 1.1: Complaints received, 2011-2015**



**Fig 1.2: Open complaints, December 2014 – December 2015**



**Fig 1.3: Complaints decided in under 24 weeks, 2013-2015**



**Fig 1.4: Red flag cases, 2013-2015**

