

Key findings

- The Army reported 488 complaint receipts in 2015. This continued falls in receipts (17%) seen since 2013.
- Female personnel made 20% of complaints received, despite accounting for 10% of personnel.
- BAME personnel made 15% of complaints received, despite account for 9% of personnel.
- There were 713 open complaints at the end of 2015 - this has remained stable through the year, with no change on December 2014 (714).
- Falls were seen in Level 1 and Level 2 open complaints (down 15% and 22% respectively, however Level 3 open complaints rose by 59%.
- Most complaints relate to 'terms and conditions of service' - consistently the largest cause of complaints, accounting for an average of 46% of complaints.
- The proportion of cases resolved within the 24 week target fell from 48% in 2014 to 37% in 2015.
- Complaints open beyond the 24 week target ('red flag') increased by 33% between December 2014 and 2015 (from 434 to 578 complaints).
- The average time 'red flag' cases spend open beyond the 24-week limit increased by 28% (to 53 weeks).

Fig 1.1: Complaints received, 2011-2015

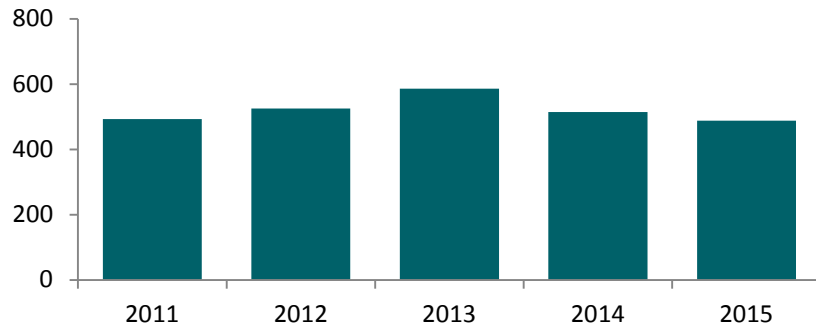


Fig 1.2: Open complaints, December 2014 – December 2015

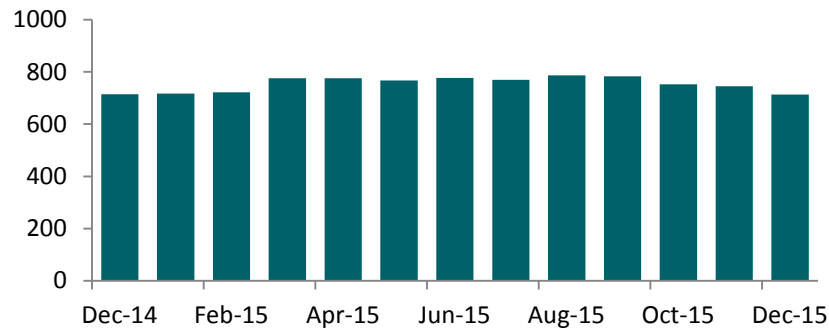


Fig 1.3: Complaints decided in under 24 weeks, 2013-2015

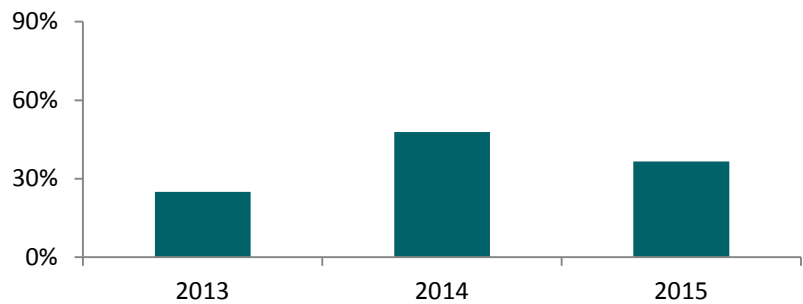


Fig 1.4: Red flag cases, 2013-2015

