

Key findings

- The RAF reported 93 complaint receipts in 2015 – down 40% on the previous year and 72% on a peak seen in 2012.
- Female personnel made 25% of complaints received, despite accounting for 14% of personnel.
- BAME personnel made 9% of complaints received, despite account for 2% of personnel.
- There were 103 open complaints at the end of 2015 – this represents a 38% decrease on 2014 (165).
- There was a 69% fall in the number of open ‘legacy’ cases (received prior to 2015).
- Most complaints relate to ‘terms and conditions of Service’. This is consistently the largest category accounting for an average of 49%.
- The proportion of cases decided within the 24 week target increased from 36% in 2014 to 48% in 2015.
- The number of open complaints beyond the 24 week target (‘red flag’) decreased by 28% between December 2014 and 2015 (from 108 to 78 complaints).
- The average time red flag cases spend beyond the 24-week limit close to doubled (from 27 weeks to 51 weeks).

Fig 1.1: Complaints received, 2011-2015

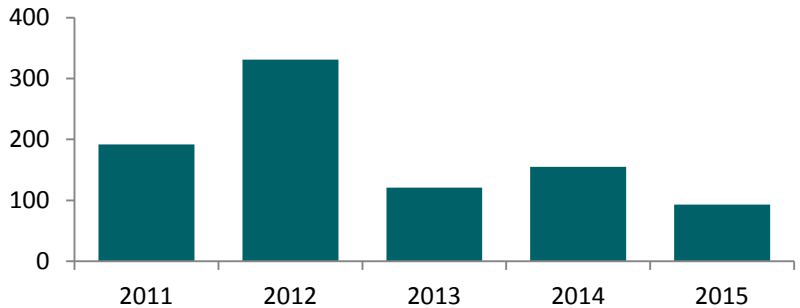


Fig 1.2: Open complaints, December 2014 – December 2015

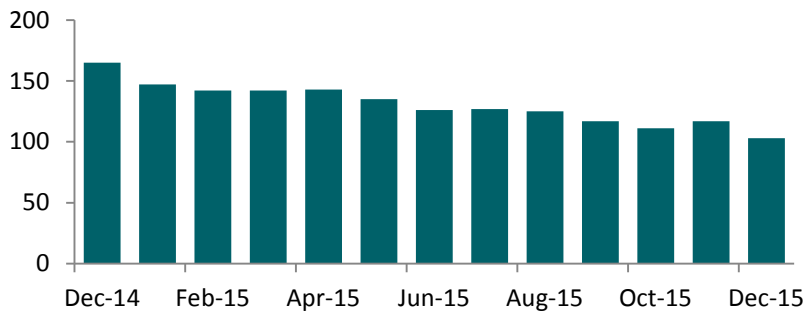


Fig 1.3: Complaints decided in under 24 weeks, 2013-2015

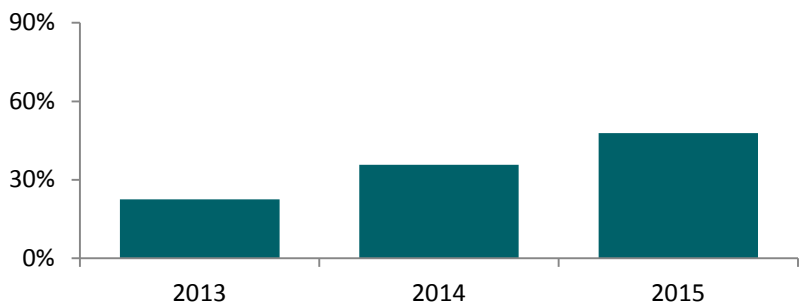


Fig 1.4: Red flag cases, 2013-2015

