

Key findings

- The Army reported 565 formal complaint receipts in 2017, of which 27% were inadmissible. Of admissible complaints, 32% were closed in year.
- Female personnel made 21% of complaints received, despite accounting for 11% of personnel.
- 42% of complaints from female personnel relate to bullying, harassment or discrimination – this was 27% from males.
- BAME personnel made 16% of complaints received, despite account for 10% of personnel.
- 40 complaints submitted before 2016 were open at the end of 2016 ('legacy') - this has fallen by 78% compared to 2016 'legacy' (180).
- 45% of complaints relate to 'terms and conditions of service'- consistently the largest cause of complaints.
- 37% of cases received and closed in 2017 were decided within the 24 week target.
- Complaints open beyond the 24 week target fell by 11% between 2016 and 2017 (from 339 to 301).

Fig 1.1: Status of admissible complaints in 2017

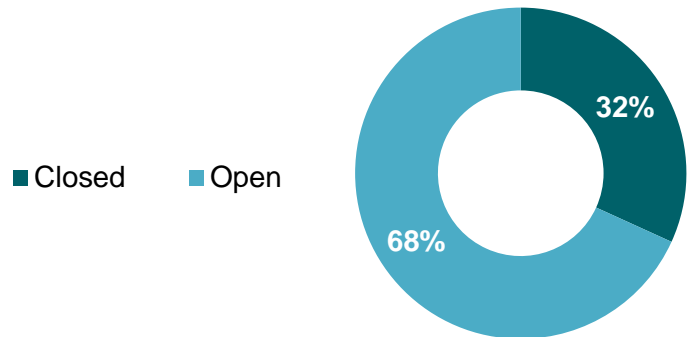


Fig 1.2: 'Legacy' open complaints, 2016 and 2017

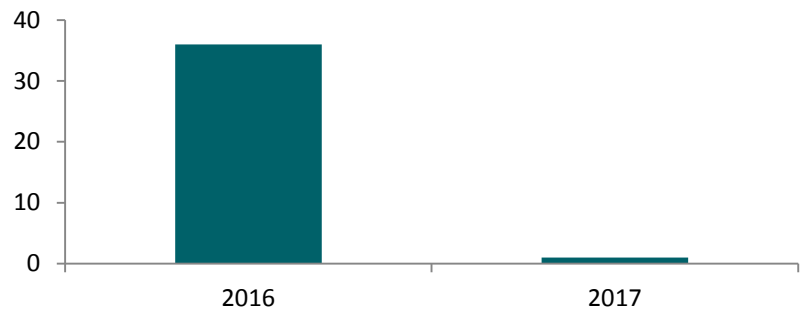


Fig 1.3: Complaints decided in under 24 weeks, 2017

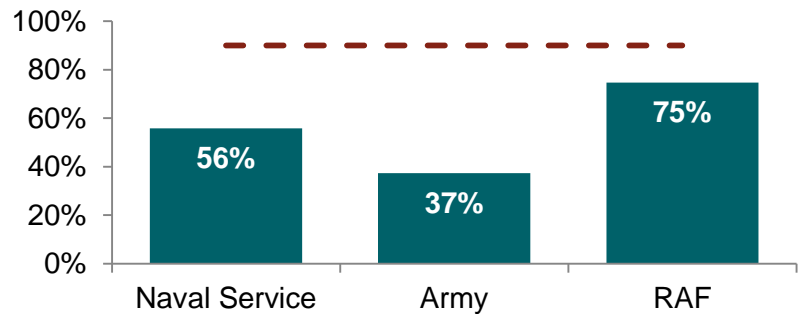


Fig 1.4: Red flag cases, 2013-2017

