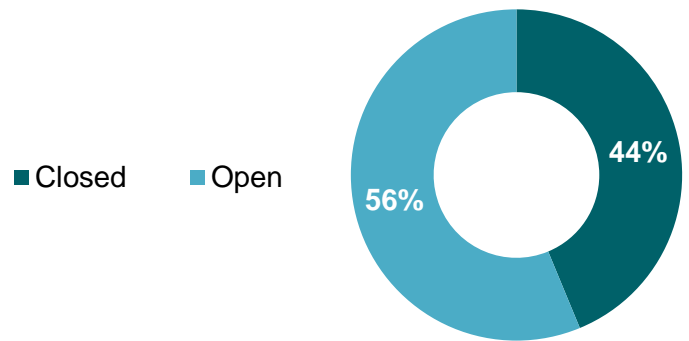


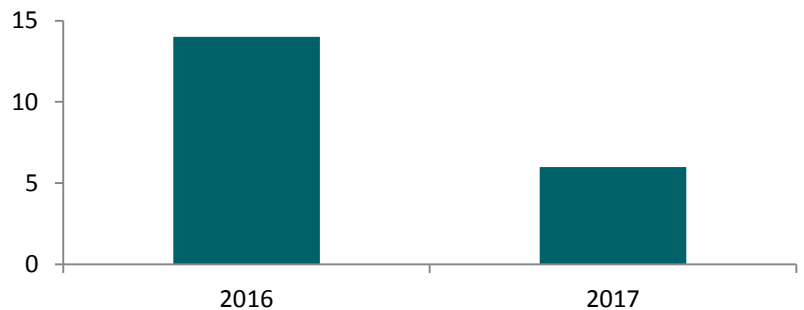
### Key findings

- The Naval Service reported 223 formal complaint receipts, of which 21% were inadmissible. Of the admissible complaints 44% were closed in year.
- Female personnel made 18% of complaints received, despite accounting for 10% of personnel.
- 50% of complaints from female personnel relate to bullying, harassment or discrimination – compared to 8% from males.
- BAME personnel made 4% of complaints received and also account for 4% of personnel.
- There were 6 complaints submitted before 2016 that were open at the end of 2017 ('legacy') - this fell from 14 in 2016.
- 40% of complaints relate to 'terms and conditions of service'.
- 56% of cases received and closed in 2017 were decided within the 24 week target.
- The number of open complaints beyond the 24 week target increased by 32% between 2016 and 2017 (from 60 to 79 complaints).

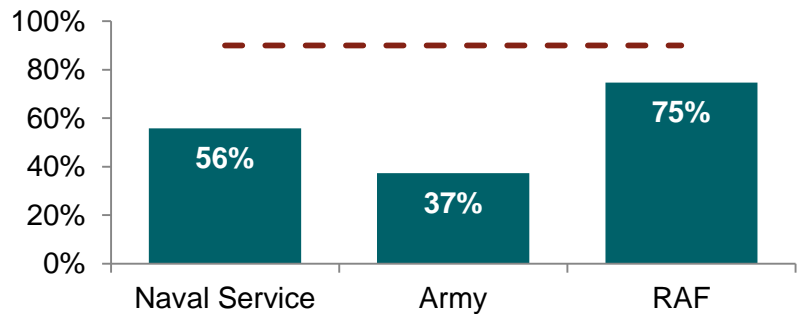
**Fig 1.1: Status of admissible complaints in 2017**



**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, 2013-2016**

