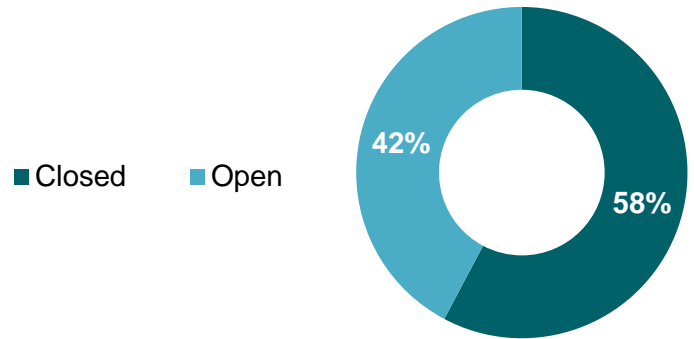


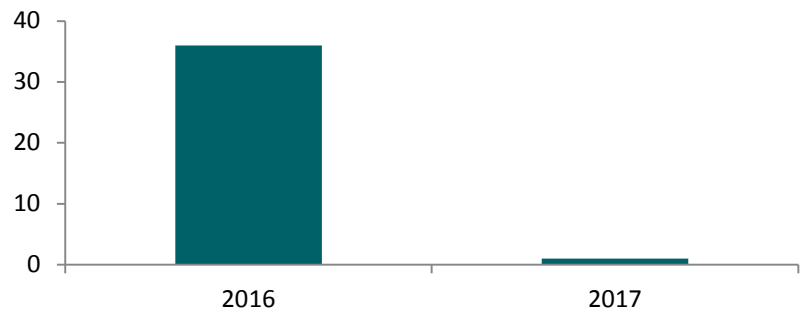
### Key findings

- The RAF reported 221 formal complaint receipts, of which 15% were inadmissible. Of the admissible complaints 58% were closed in year.
- Female personnel made 21% of complaints received, despite accounting for 15% of personnel.
- 38% of complaints from female personnel relate to bullying, harassment or discrimination – compared to 14% from males.
- BAME personnel made 4% of complaints received, despite account for 2% of personnel.
- 1 complaint submitted before 2016 was open at the end of 2017 ('legacy') - this has fallen by 97% on the previous year.
- 34% of complaints relate to 'terms and conditions of Service'. This is consistently the largest category.
- 75% of cases received and closed in 2017 were decided within the 24 week target.
- Open complaints beyond the 24 week target decreased by 16% between 2016 and 2017 (from 63 to 53 complaints).

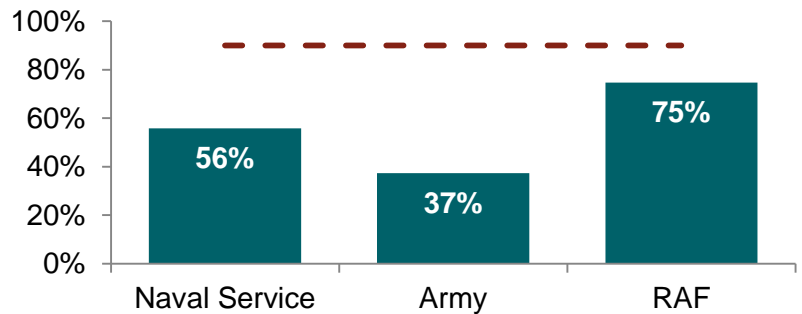
**Fig 1.1: Admissible complaints received, 2017**



**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**

