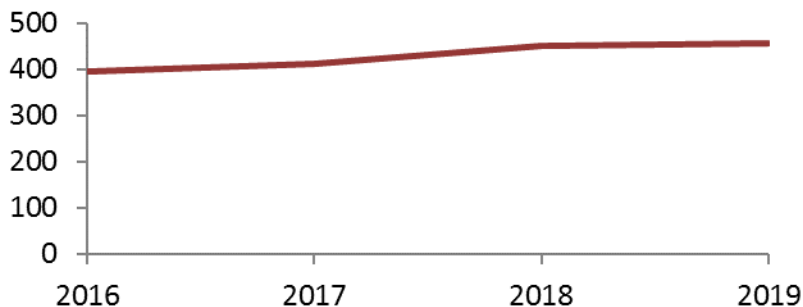


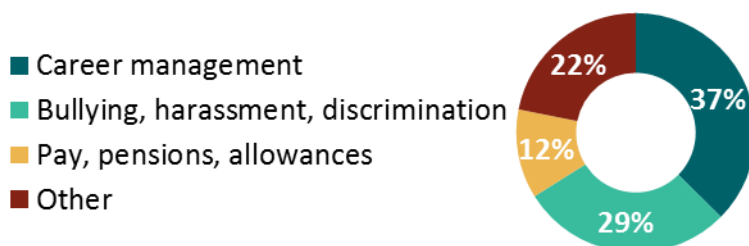
### Key findings

- In 2019, the complaints secretariat handled 1,093 formal complaints and 141 informal complaints (including cases ruled admissible before 2019).
- In 2019, 457 statements of complaint were ruled admissible to the Service Complaints process and 73 were ruled inadmissible.
- 37% of Service Complaints related to career management, 29% related to bullying, harassment or discrimination and 12% related to pay, pensions and allowances.
- 11% of Army personnel surveyed experienced bullying, harassment or discrimination; 7% of those raised a formal written complaint (source: Armed Forces Continuous Attitude Survey 2018).
- Female personnel made 23% of Service Complaints, but were only 11% of Army personnel. Similarly, BAME personnel made 18% of Service Complaints but were 10% of Army personnel.
- 50% of Service Complaints closed in 2019, were fully or partially upheld in favour of the complainant.
- 32% of cases received and closed in 2019 were decided within the 24-week target.
- As at 31 December 2019, there were 492 Service Complaints open, of which 294 were beyond the 24-week target to close cases.

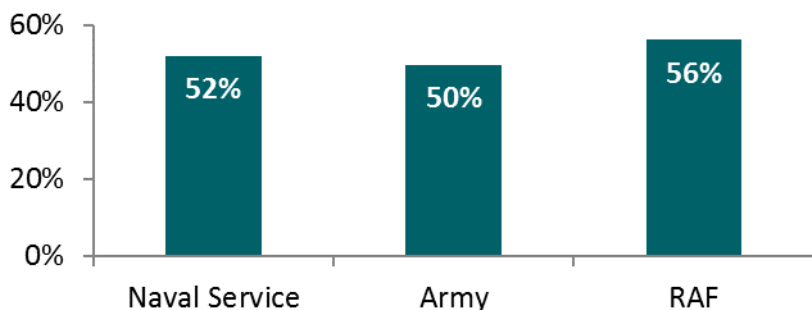
**Chart 1: Number of Service Complaints ruled admissible 2016-2019**



**Chart 2: Categories of Service Complaints, 2019**



**Chart 3: Percentage of Service Complaints fully or partially upheld in favour of the complainant, 2019**



**Chart 4: Percentage of in-year Service Complaints resolved in under 24 weeks, 2019**

