

Key findings

- In 2019, the complaints secretariat handled 425 formal and 33 informal complaints (including cases ruled admissible before 2019).
- In 2019, 162 statements of complaint were ruled admissible to the Service Complaints process and 50 were ruled inadmissible.
- 43% of admissible Service Complaints related to career management, 20% related to pay, pensions and allowances and 15% related to bullying, harassment or discrimination.
- 8% of Royal Navy and 4% of Royal Marine personnel surveyed who had experienced bullying, harassment or discrimination raised a written complaint (source: Armed Forces Continuous Attitude Survey 2019).
- Female personnel made 20% of Service Complaints, but were only 10% of Naval Service personnel.
- 52% of Service Complaints closed in 2019 were fully or partially upheld in favour of the complainant.
- 74% of cases received and closed in 2019, were decided within the 24-week target.
- As at 31 December 2019, there were 154 Service Complaints open, of which 91 were still open beyond the 24-week target to close cases.

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

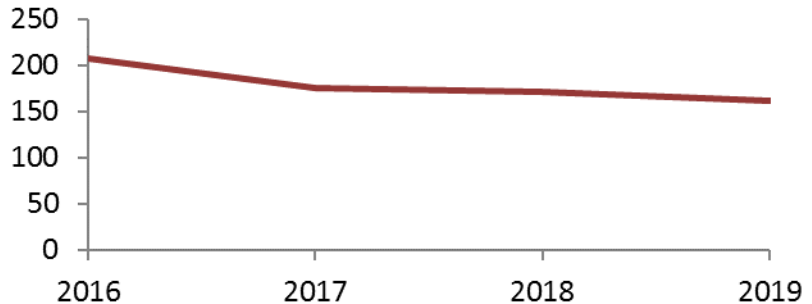


Chart 2: Categories of Service Complaints, 2019

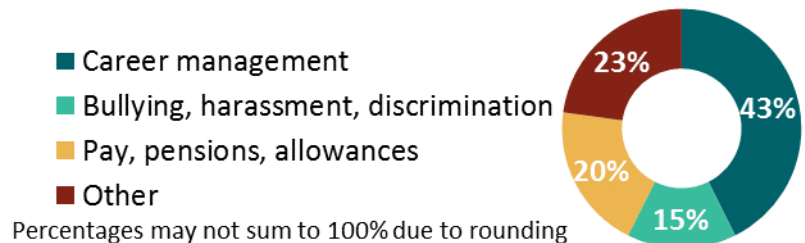


Chart 3: Percentage of Service Complaints fully or partially upheld in favour of the complainant, 2019

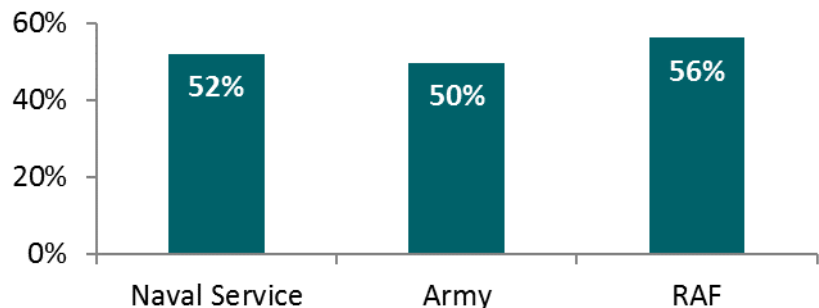


Chart 4: Percentage of in-year Service Complaints resolved in under 24 weeks, 2019

