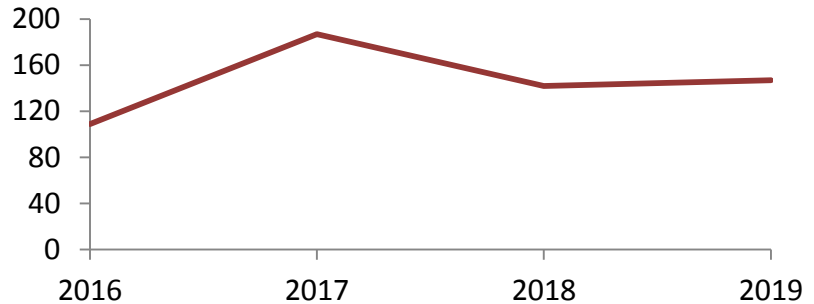


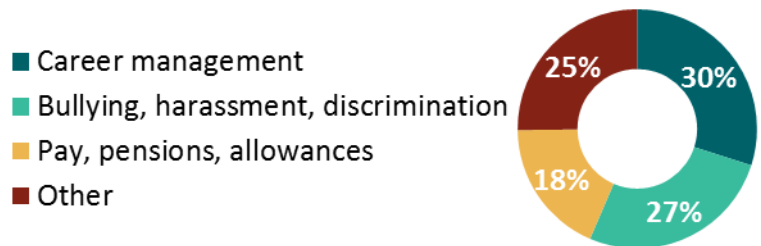
### Key findings

- In 2019, the Service Complaints team handled 377 formal complaints and 19 informal complaints (including cases ruled admissible before 2019).
- In 2019, 147 statements of complaint were ruled admissible to the Service Complaints process and 18 were ruled inadmissible.
- 30% of Service Complaints related to career management, 27% related to bullying, harassment or discrimination and 18% related to pay, pensions and allowances.
- 11% of RAF personnel surveyed experienced bullying, harassment or discrimination; 7% of those raised a formal written complaint (source: Armed Forces Continuous Attitude Survey 2019).
- Female personnel made 27% of Service Complaints, but were only 15% of RAF personnel. Similarly, BAME personnel made 7% of Service Complaints but were 3% of RAF personnel.
- 56% of Service Complaints closed in 2019 were fully or partially upheld in favour of the complainant.
- 52% of cases received and closed in 2019, were decided within the 24-week target.
- As at 31 December 2019, there were 110 Service Complaints open, of which 65 were beyond the 24-week target to close cases.

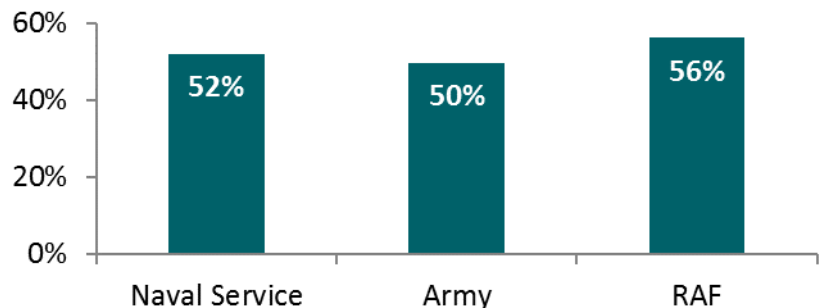
**Chart 1: Number of Service Complaints ruled admissible 2016-2019**



**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**

