

Tri Service 'red flag' cases

- At end of Q3 2020, the three Services had 438 'red flag' complaints open – a 1% decrease on the end of Q2 2020 (441 complaints), and a decrease of 6% on the end of Q3 2019 (464 complaints).
- The Royal Navy¹ reported a 1% increase from 12 months ago, in the number of red flag cases (from 110 cases to 111 cases) while the Army reported a 7% decrease (from 287 cases to 268 cases) and the RAF reported a 12% decrease (from 67 to 59 cases).
- 55% of 'red flag' cases have been open for more than double the target period (48 weeks).
- On average (median²), cases have spent 27 weeks beyond the 24 week target.
- The average (median²) time a red flag case has spent beyond the 24 week target is 27 weeks for the Royal Navy, 27 weeks for the Army and 25 weeks for the RAF.
- The average (median²) time beyond target time for red flag cases has fallen by 17% over 12 months for the Royal Navy¹ (from 33 weeks to 27 weeks), while the Army reported a 20% decrease (from 34 weeks to 27 weeks) and the RAF reported a 13% increase (from 23 weeks to 25 weeks).

Chart 1: Number of Service Complaints (tri Service) beyond 24 week target (i.e. red flag cases)

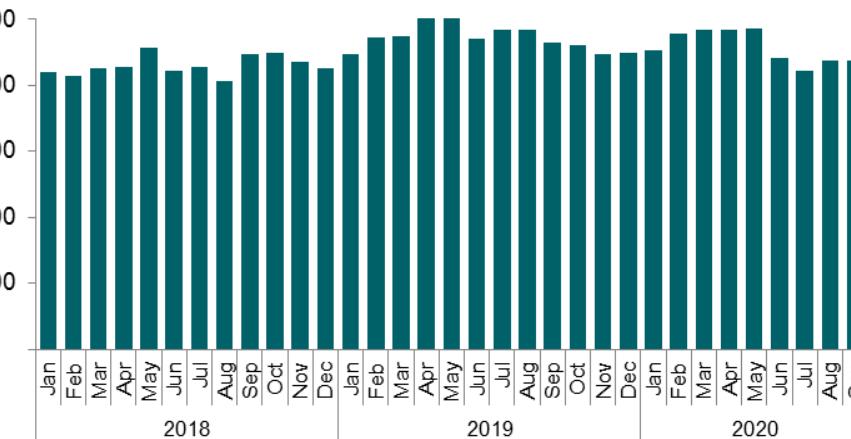
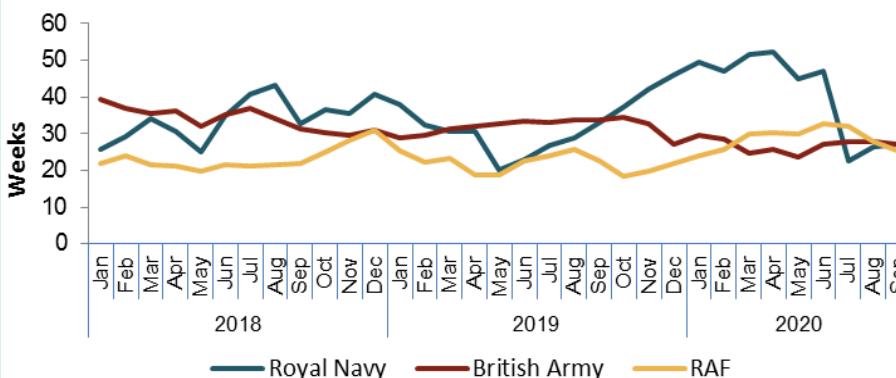


Chart 2: Median² number of weeks spent over 24 week target for red flag cases by Service



1. Includes Royal Marines

2. The median is a type of average. The median case is the mid-ranked case of all cases ranked by number of weeks spent over target. The median number of weeks spent over target is the median case's number of weeks spent over target.

Introduction

The Service Complaints Ombudsman for the Armed Forces (SCOAF) provides independent and impartial oversight of the Service complaints system for members of the UK Armed Forces.

This report presents key findings on Service Complaints. It supplements data released in the Annual Report

Figures presented are provisional and are subject to later revision. They are produced in the spirit of the Code of Practice for Official Statistics.

Tri Service 'red flag' cases

'Red flag' cases are Service Complaints which have been open and have been for more than 24 weeks resolution target. It is a Key Performance Indicator for Services that 90% of cases are resolved with 24 weeks.

About the data

Data on the tri Service 'red flag' cases was extracted from Joint Personnel Administration system (JPA) as at 30th September 2020.

Issued by

Service Complaints Ombudsman for the Armed Forces,
PO Box 72252,
London SW1P 9ZZ.
Press enquiries: 0207 877 3438
Public enquiries: 0207 877 3450