

Key findings - Timeliness

- 42% of cases received and closed in 2020, were decided within the 24-week target. The target was 90%.
- The average time taken to close a Service Complaint is 37 weeks. Pay, pension and allowances Service Complaints take the longest – 53 weeks¹.

Key findings - Volume

- In 2020, the complaints secretariat handled 1,085 formal and 153 informal complaints (including cases ruled admissible before 2020).
- 87% of statements of complaint were ruled admissible to the Service Complaints process.
- 28% of decision body decisions were appealed.
- As at 31 December 2020, there were 429 Service Complaints open, of which 252 were still open beyond the 24-week target to close cases.

Key findings – Bullying, harassment or discrimination

- 14% of Army personnel surveyed had experienced bullying, harassment or discrimination².
- 12% of Army personnel surveyed who had experienced bullying, harassment or discrimination raised a written complaint².

¹ Can include time spent in the special-to-type complaints process for some pay, pensions and allowances Service Complaints.

² Source: Armed Forces Continuous Attitude Survey 2020

Chart 1: Number of Service Complaints ruled admissible 2017-2020

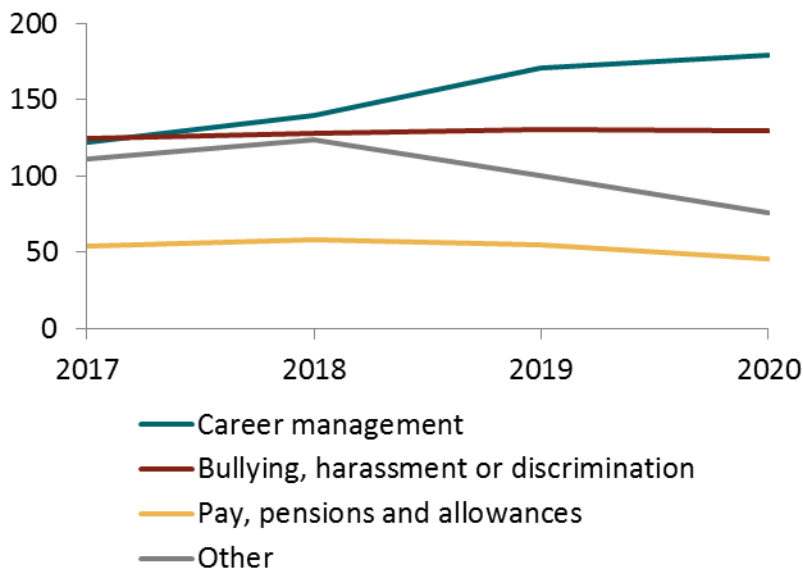


Chart 2: Categories of Service Complaints, 2020

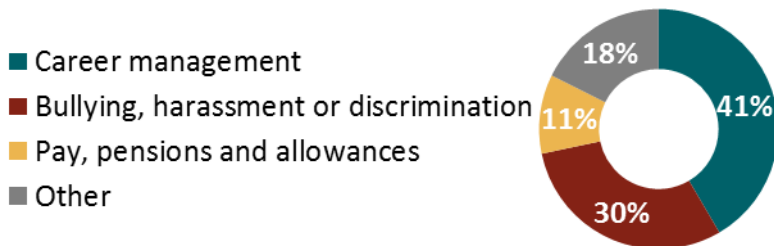


Chart 3: Percentage of Service Complaints fully or partially upheld in favour of the complainant, 2020

