

### Key findings - Timeliness

- 49% 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 27 weeks. Bullying, harassment or discrimination Service Complaints take the longest – 56 weeks.

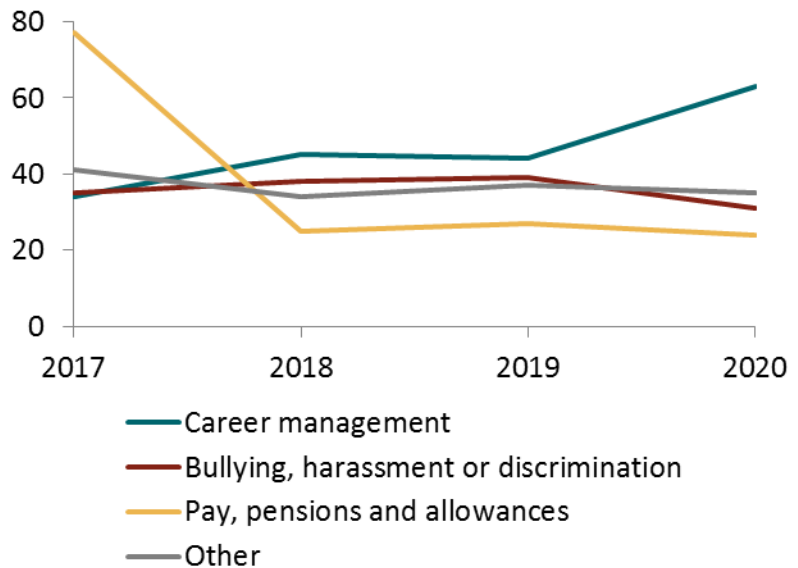
### Key findings - Volume

- In 2020, the complaints secretariat handled 360 formal and 13 informal complaints (including cases ruled admissible before 2020).
- 94% of statements of complaint were ruled admissible to the Service Complaints process.
- 17% of decision body decisions were appealed.
- As at 31 December 2020, there were 123 Service Complaints open, of which 70 were still open beyond the 24-week target to close cases.

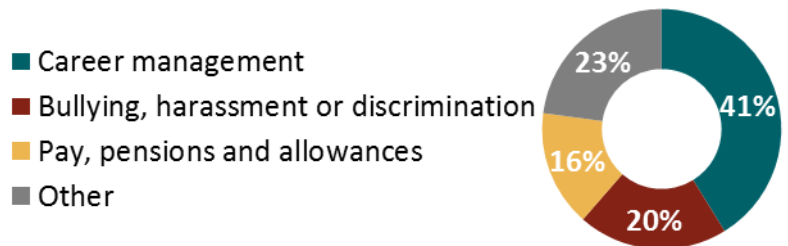
### Key findings – Bullying, harassment or discrimination

- 11% of RAF personnel surveyed had experienced bullying, harassment or discrimination<sup>1</sup>.
- 5% of RAF personnel surveyed who had experienced bullying, harassment or discrimination raised a written complaint<sup>1</sup>.

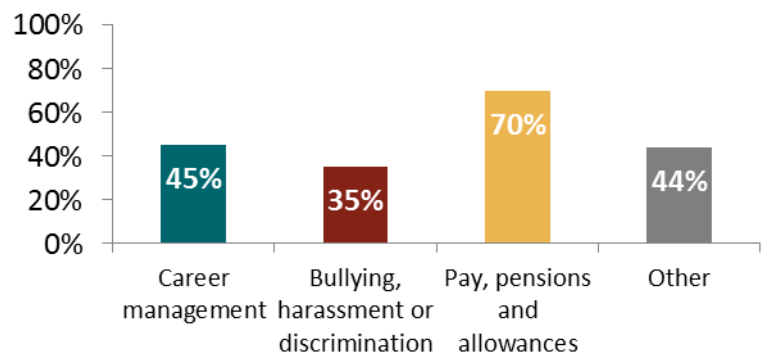
**Chart 1: Number of Service Complaints ruled admissible 2017-2020**



**Chart 2: Categories of Service Complaints, 2020**



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



<sup>1</sup> Source: Armed Forces Continuous Attitude Survey 2020