

Key findings - Timeliness

- 24% 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 49 weeks. Bullying, harassment or discrimination Service Complaints take the longest – 74 weeks.

Key findings - Volume

- In 2020, the complaints secretariat handled 388 formal and 29 informal complaints (including cases ruled admissible before 2020).
- 86% of statements of complaint were ruled admissible to the Service Complaints process.
- 29% of decision body decisions were appealed.
- As at 31 December 2020, there were 175 Service Complaints open, of which 113 were still open beyond the 24-week target to close cases.

Key findings – Bullying, harassment or discrimination

- 12% of Royal Navy¹ and 5% of Royal Marine personnel surveyed had experienced bullying, harassment or discrimination².
- 9% of Royal Navy¹ and 16% of Royal Marine personnel surveyed who had experienced bullying, harassment or discrimination raised a written complaint.

¹ Excluding Royal Marines

² Source: Armed Forces Continuous Attitude Survey 2020

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

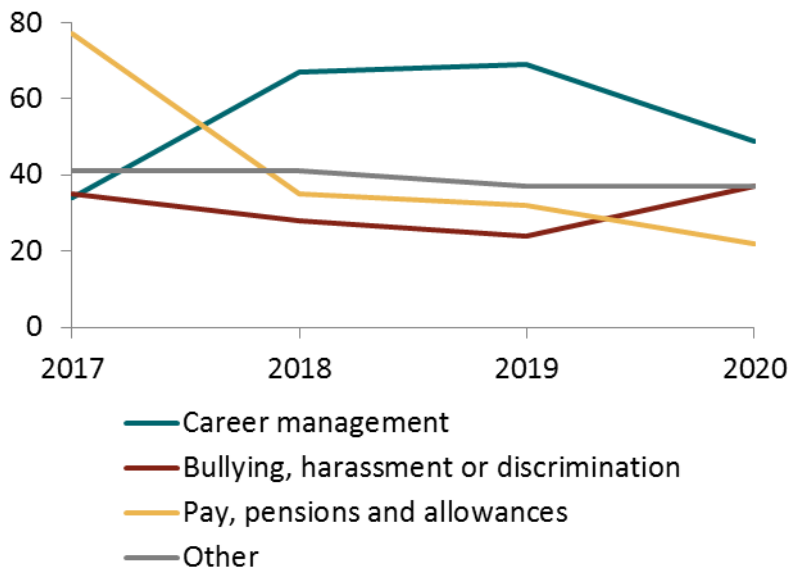


Chart 2: Categories of Service Complaints, 2020

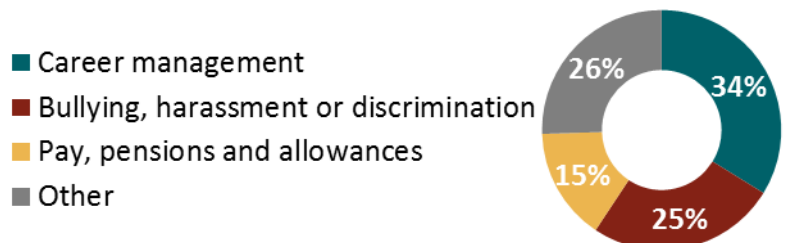


Chart 3: Percentage of Service Complaints fully or partially upheld in favour of the complainant, 2020

