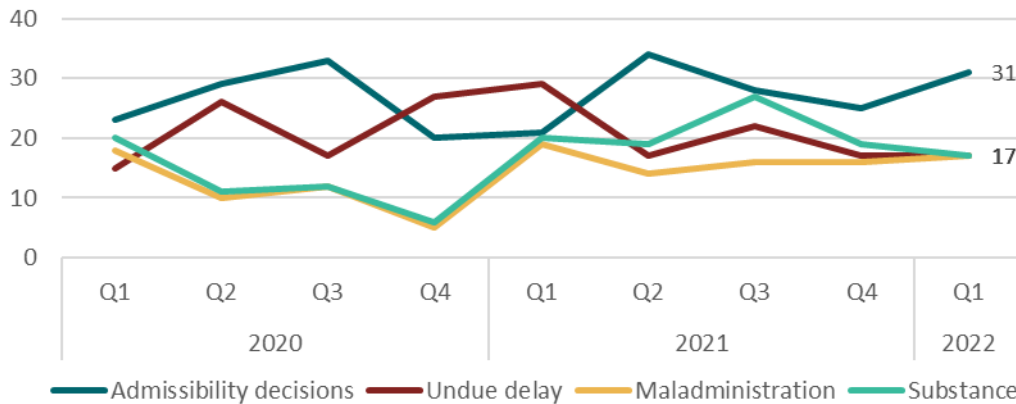


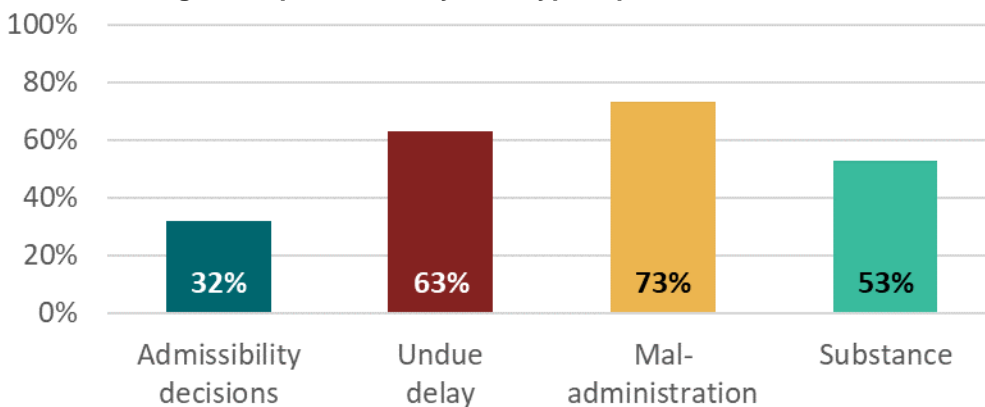
**Quarterly number of investigation applications to SCOAF by case type, 2020 - 2022**



**Volume of SCOAF Investigations**

- In Q1 2022, the Ombudsman received 82 investigation applications. This represents an increase of 6% when compared to the previous quarter (77 applications in Q4 2021), and a decrease of 8% when compared to the same period last year (89 applications in Q1 2021).
- The most frequent types of investigation applications concerned admissibility decisions.
- In the last 12 months, 68% of all investigation applications were accepted for investigating.

**SCOAF investigation upheld rate<sup>1</sup> by case type, April 2021 – March 2022**



<sup>1</sup> Investigations upheld in favour of the complainant fully or partially.

**Upheld rates for SCOAF Investigations**

- In the last 12 months, the Army had the highest upheld rates for admissibility decisions at 36% and the Royal Navy had the lowest with 19%. The RAF had an upheld rate of 30%.
- In the last 12 months, the Royal Navy had the highest upheld rates for undue delay at 77% and the Army had the lowest with 45%. The RAF had an upheld rate of 50%.

**Timeliness rates for SCOAF Investigations**

- In Q1 2022, 90% of eligible investigation requests closed were within SCOAF timeliness targets. There was a 91% timeliness rate for admissibility decision investigations, a 100% timeliness rate for undue delay investigations, 80% for maladministration investigations and 83% for substance investigations.
- As of 31st March 2022, we have 17 unallocated substance and maladministration cases - a decrease of 5 cases since 31st December 2021 (22 cases).

**Quarterly Statistical Report**

This report presents key findings from the casework of the Service Complaints Ombudsman for the Armed Forces. 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](#)

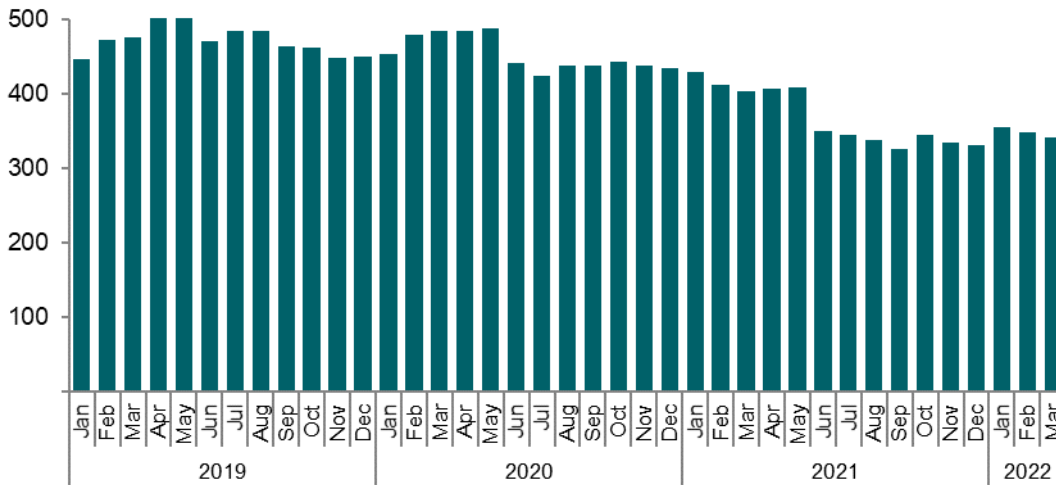
**SCOAF Investigations**

The Ombudsman's powers of investigation are limited to:

- Review of **admissibility decisions**
- **Undue delay** in the handling of a Service complaint or Service matter
- **Substance** (merits) of a Service Complaint that has been finally determined
- **Maladministration** of a Service Complaint that has been finally determined

Please note: Complainants can submit multiple applications in the same quarter (e.g. maladministration and substance) and therefore be counted in multiple application categories.

**Number of Service Complaints beyond 24 week target (i.e. red flag cases)**



**Tri Service ‘red flag’ cases**

From January 2013, the Services were tasked by the Ministry of Defence (MOD) to resolve 90% of Service complaints within a 24-week timeline. ‘Red flag’ cases are those which have exceeded this target. It is a Key Performance Indicator as set out by MOD.

**Quarterly Statistical Report issued by** Service Complaints Ombudsman for the Armed Forces,  
PO Box 72252, London SW1P 9ZZ.

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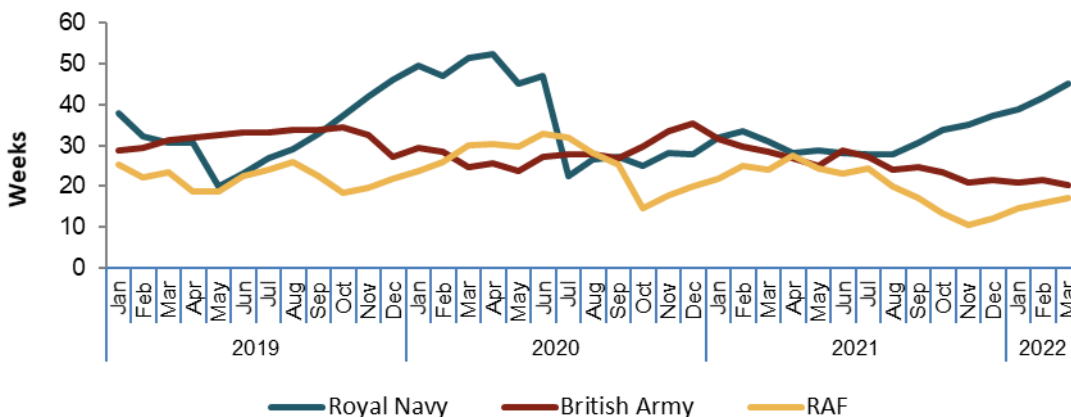
**About the data**  
SCOAF caseload data was extracted from the SCOAF casework system as at 31<sup>st</sup> March 2022.

Data on the tri Service ‘red flag’ cases was extracted from Joint Personnel Administration system (JPA) as at 31<sup>st</sup> March 2022.

**Number of red flag cases**

- At the end of Q1 2022, the three Services had 341 red flag complaints open – a 3% increase on 3 months previously (330 complaints in Q4 2021), but a decrease of 15% on the same time last year (403 complaints in Q1 2021).
- The Royal Navy reported a 11% decrease from 12 months ago, in the number of red flag cases (from 111 cases to 99 cases) while the Army reported a 33% decrease (from 229 cases to 153 cases) and the RAF reported a 41% increase (from 63 to 89 cases).

**Median<sup>2</sup> number of weeks spent over 24-week target for red flag cases by Service**



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.

**Duration of Red Flag cases**

- 46% of ‘red flag’ cases have been open for more than double the target period (48 weeks).
- On average (median), cases have spent 22 weeks beyond the 24 week target.
- The average (median) time a red flag case has spent beyond this target is 45 weeks for the Royal Navy, 20 weeks for the Army and 17 weeks for the RAF.
- The average (median) time beyond target time for red flag cases has, over 12 months, increased by 46% for the Royal Navy (from 31.0 weeks to 45.3 weeks), while the Army reported an 28% decrease (from 28.4 weeks to 20.4 weeks) and the RAF reported a 28% decrease (from 24.0 weeks to 17.3 weeks).