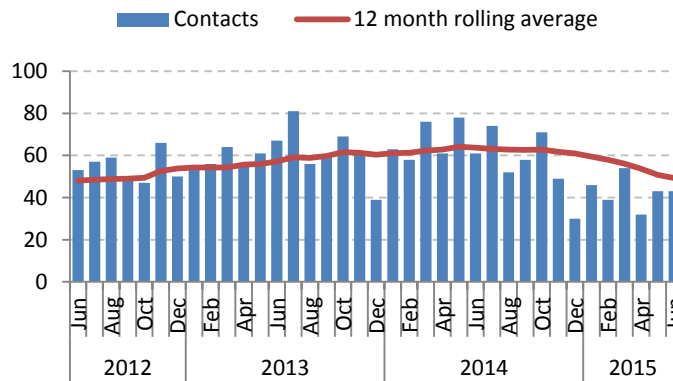




Key findings

- Continuing fall in average contacts to OSCC from 63 in Oct 2014 to 49 in June 2015 (down 22%).
- Corresponding falls in potential Service complaints and subsequent referrals, down 22% and 26% respectively.
- The Army has seen a 25% drop in average referrals since its Oct 2014 peak, falling consistently through 2015 to levels previously seen in 2012.
- At end June 2015, 617 complaints remained open on OSCC books – 16% of all cases logged since 2008. Of these, 24% were opened in 2012 or earlier.
- Tri-service, the number of pre-2013 open complaints has fallen 14% since March 2015.

Fig 1.1: Monthly contacts¹ received by OSCC and average



1) All contacts made to OSCC including potential and non-potential Service complaints.

Fig 1.2: Average monthly referrals by Service

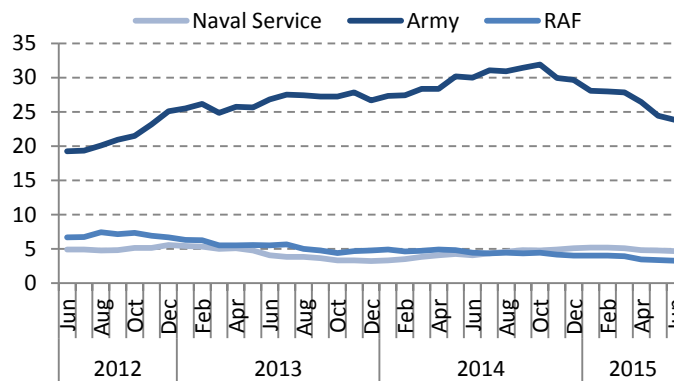
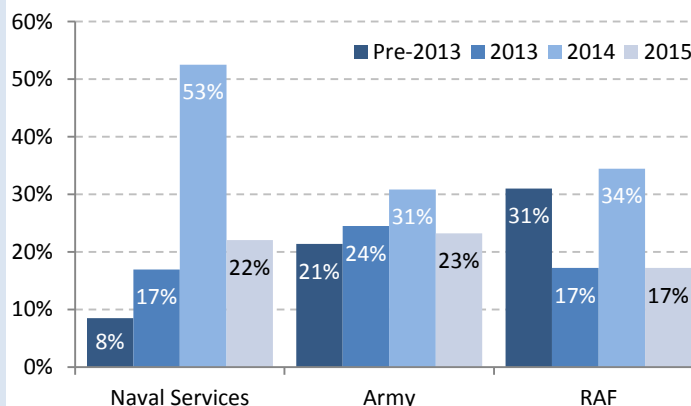


Fig 1.3: OSCC complaints¹ open by Service and age²



1) Complaints referred to Services currently awaiting closure on OSCC casework logs.

2) 'Age' of complaint based on year of initial complaint receipt.

Service Complaints Commissioner

The Service Complaints Commissioner to the Armed Forces (SCC) provides an alternative point of contact for serving personnel or their families to raise complaints about Service life with the chain of command. She also provides oversight of the complaints process and reports on it to Parliament.

About this factsheet

This quarterly factsheet presents key findings from the casework of the Office of the Service Complaints Commissioner (OSCC).

It supplements information released in the [2014 OSCC Annual Report](#).

Statistics presented here are **provisional** OSCC management information and as such, all findings are subject to revision.

Issued by

Office of the Service Complaints Commissioner, PO Box 72252, London SW1P 9ZZ.

<http://armedforcescomplaints.independent.gov.uk>

Press enquiries

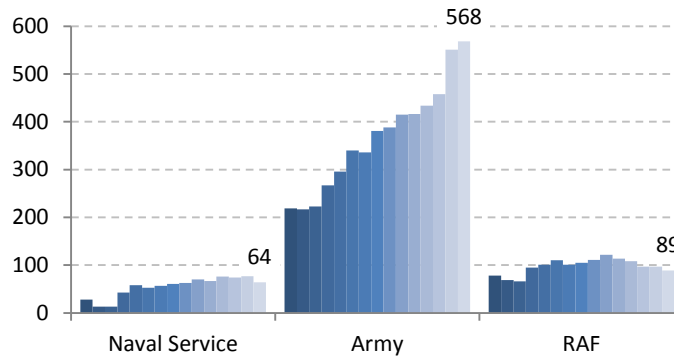
01223 771876

Public enquiries

0207 877 3443

- At end June 2015, the Services reported 721 open Service complaints beyond the 24-week target – an increase of 28% on the previous year.
- This may have been driven by a 95% jump in Level 3 Army cases in April 2015.
- Over half (53%) red flag cases at Level 1 – falling 13 percentage points (pp) since February 2015. Corresponding increase in Level 3 cases – up 13pp since February 2015.
- Through 2014/15, red flag cases and the time these complaints spend open have increased.
- In June 2015, 74% of ‘red flag’ cases had been open for more than 48 weeks – a 20 pp increase on June 2014.
- Cases with current delay as ‘disclosure period’ (149 weeks) and ‘further meeting or hearing’ (135 weeks) have been open the longest.

Fig 1.4: Complaints beyond 24-week target, Feb 2013 - Jun 2015¹



1) Bimonthly return with last extract taken as at 28 Feb 2015.

Fig 1.5: Distribution of red flag cases by weeks and change from previous year, tri-service

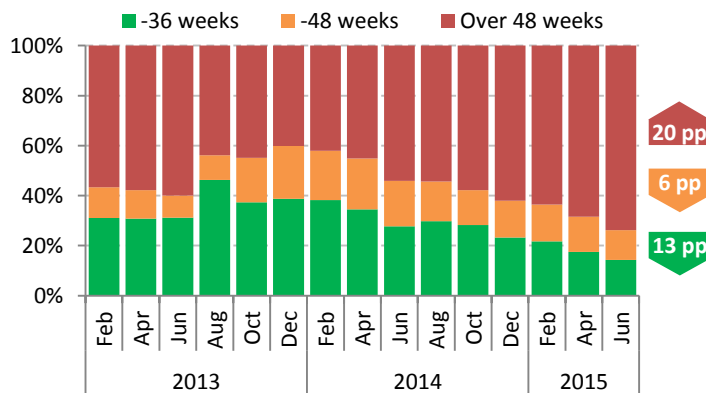
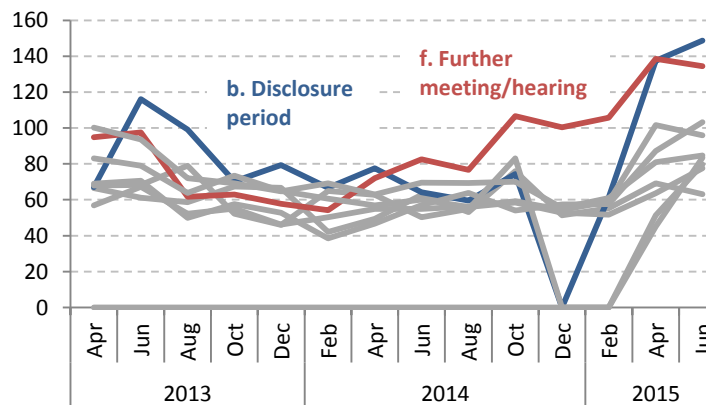


Fig 1.6: Average¹ time spent open by delay type (current)^{2,3}



1) ‘Average’ here relates to the mean duration in days between the date of complaint receipt by the Commanding Officer/equivalent and the latest reporting period (e.g. 30 June 2015).
 2) Includes complaints where a date of receipt and current reason for delay is known.
 3) The Army were unable to supply data regarding current delay type in December 2014 or February 2015 – as a result, only 20% of total complaints have a known delay reason.

Contacts, referrals and complaints

Enquiries to the OSCC are known as **contacts**. Contacts forwarded to the Services for resolution are known as **referrals**. A **contact** only becomes a Service complaint when raised formally.

‘Red flag’

From 1 Jan 2013, the Services were asked to work towards resolving 90% of cases within a 24-week timeline. ‘Red flag’ cases are those which have exceeded 24 weeks.

About the data

Caseload statistics are extracted from local OSCC logs as at end [June 2015](#).

Data on the 24-week target are provided bimonthly by Services from the Joint Personnel Administration (JPA) system. The data is true as at end [June 2015](#).

These statistics are produced to professional standards and follow the protocols set out in the [National Code of Practice for Official Statistics](#) wherever possible.

Feedback

We welcome feedback on all aspects of our statistics:

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