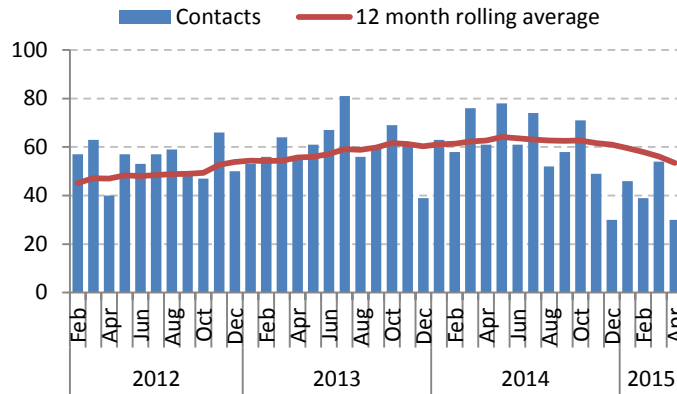


### Key findings

- Continuing fall in monthly contacts to OSCC from 63 in Oct 2014 to 54 in April 2015.
- Corresponding falls in potential Service complaints and subsequent referrals.
- Average monthly referrals to the RAF and Naval Services have remained stable through 2014/15.
- The Army has seen an 16% drop in average referrals since peak seen in Oct 2014.
- At end of April 2015, 645 complaints were still open – 17% of all cases logged. Of these, 22% were received in 2012 or earlier.
- Army (23%) and RAF (31%) have a far higher proportion of long-standing open cases (e.g. opened in 2012 or earlier) than the Naval Services.

Fig 1.1: Monthly contacts<sup>1</sup> 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

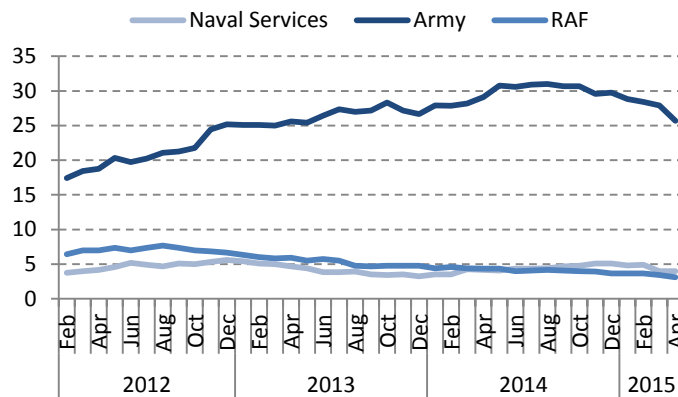
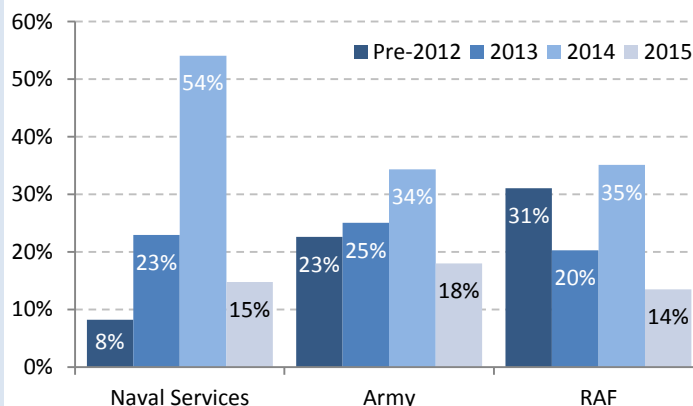


Fig 1.3: OSCC complaints<sup>1</sup> open by Service and age<sup>2</sup>



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

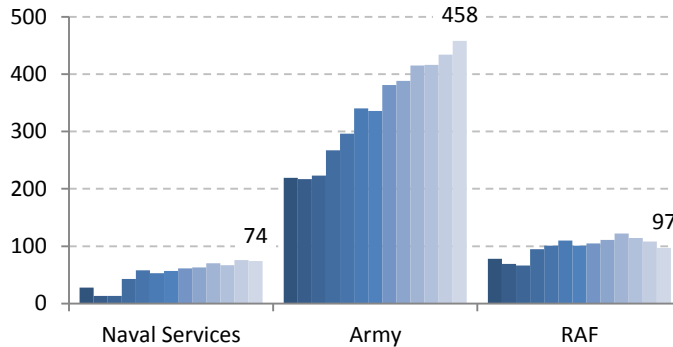
01223 771876

### Public enquiries

0207 877 3443

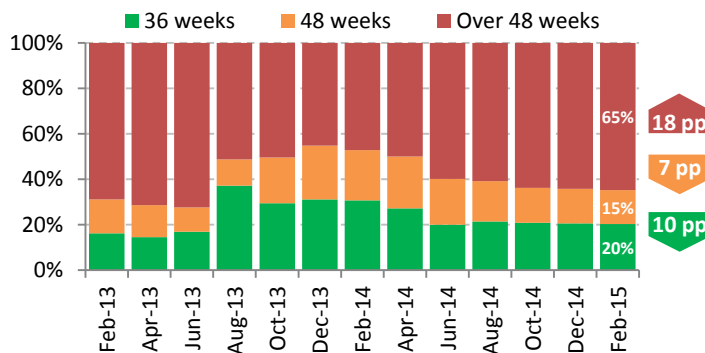
- In Feb 2015 Services reported 629 open complaints beyond the 24-week target – an increase of 27% on the previous year.
- The RAF is the only Service showing a decrease in volume of ‘red flag’ cases, down 20% since its Aug 2014 peak (122).
- Through 2014, red flag cases and the time these complaints spend open have increased.
- In Feb 2015, 65% of ‘red flag’ cases had been open for more than 48 weeks – an 18 percentage point increase on Feb 2014.
- Longest delays in open cases due to ‘further meeting or hearing’ (740 days) – this has almost doubled since Feb 2014 (379 days).

**Fig 1.4: Complaints beyond 24-week target, Feb 2015<sup>1</sup>**

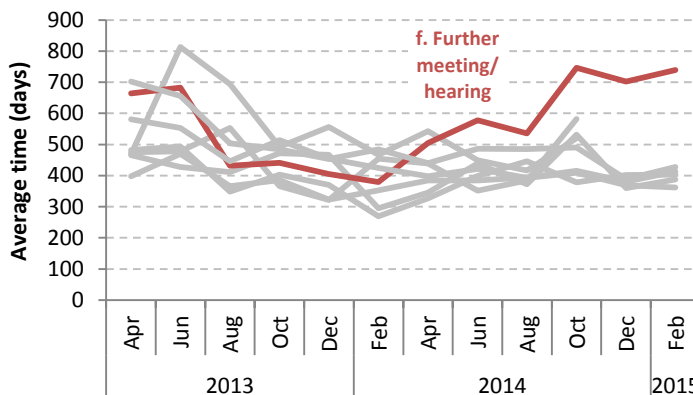


1) Bimonthly return with last extract taken as at 28 Feb 2015.

**Fig 1.5: Distribution of red flag cases by weeks and change from previous year, tri-service, Feb 2015**



**Fig 1.6: Average<sup>1</sup> time spent open by delay type (current)<sup>2</sup>, Feb 2015<sup>3</sup>**



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. 28 February 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 **March 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 **Feb 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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 020 7877 3452  
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