

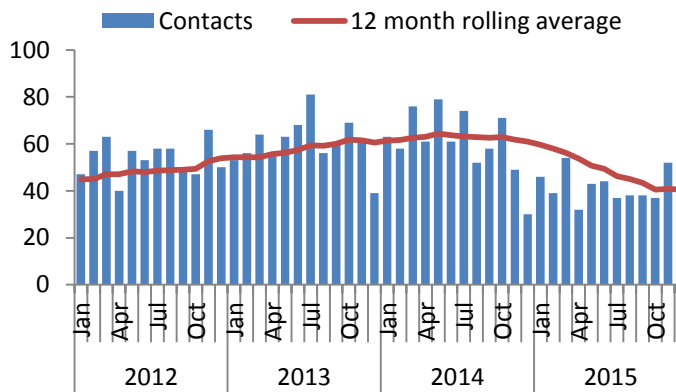
Quarterly Statistical Report

Update to December 2015

Key findings

- Continuing fall in average monthly contacts to OSCC from 63 in October 2014 to 41 in December 2015 (down 35%).
- Subsequent falls seen in potential complaints and referrals, down 36% and 45% respectively since October 2014.
- The Army has seen a 43% drop in average referrals since its October 2014 peak, falling to levels previously seen in 2012. Referrals to the RAF and Naval Services have also tended to fall across 2015.
- At end December 2015, 503 complaints were open – 12% of all OSCC cases. Of these, 16% were received in 2012 or earlier.
- Tri-Service, the number of pre-2013 'legacy' open complaints continues to fall – down 24% since September 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

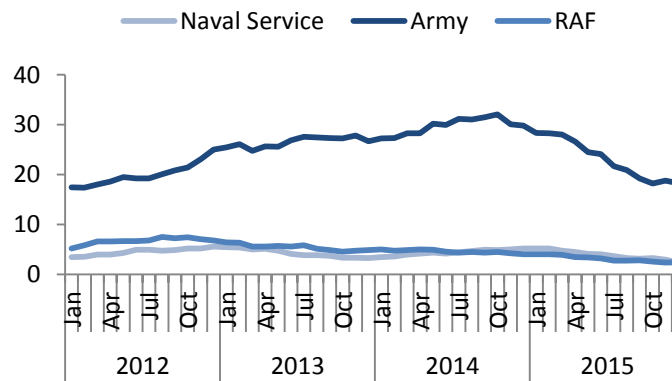
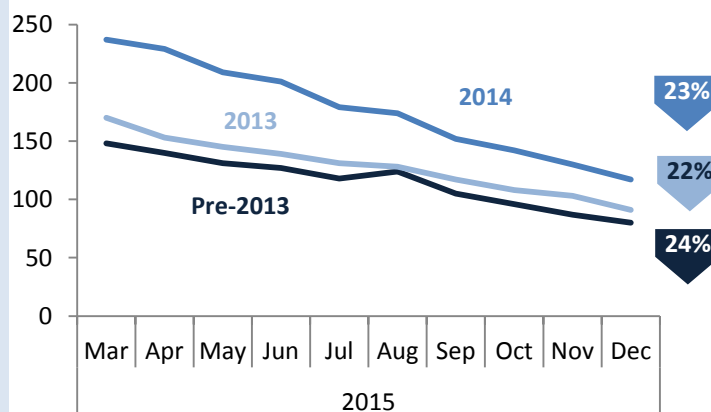


Fig 1.3: 'Historic' open OSCC complaints^{1,2} by year of receipt and percentage change from previous quarter



1) Complaints referred to Services prior to 2015 currently awaiting closure on OSCC casework logs.
2) Based on year of initial complaint received by OSCC.

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

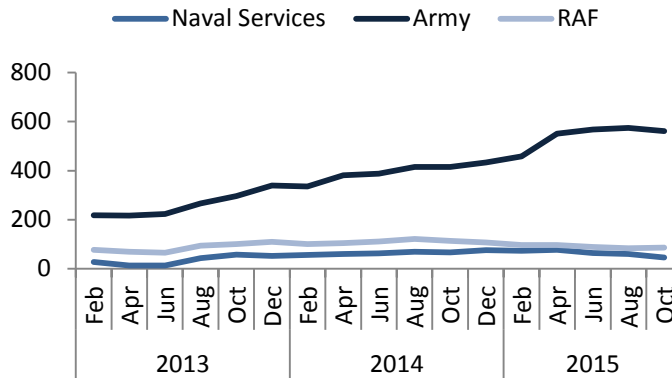
01223 771876

Public enquiries

0207 877 3443

- At end October 2015, the Services reported 694 open complaints beyond the 24-week target – a 16% increase on the previous year.
- This was largely driven by a large increase in the number of Level 3 Army cases.
- Throughout 2015, red flag cases and the time these complaints spend open have increased.
- In October 2015, close to three-quarters of ‘red flag’ cases had been open for more than 48 weeks – a 16 percentage point increase on October 2014.
- The largest cause of current delay was ‘Casework resource’, accounting for 16% of all red flag cases in October 2015.

Fig 1.4: Service complaints beyond 24-week target¹



1) Bimonthly return with last extract taken as at 31 August 2015.

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

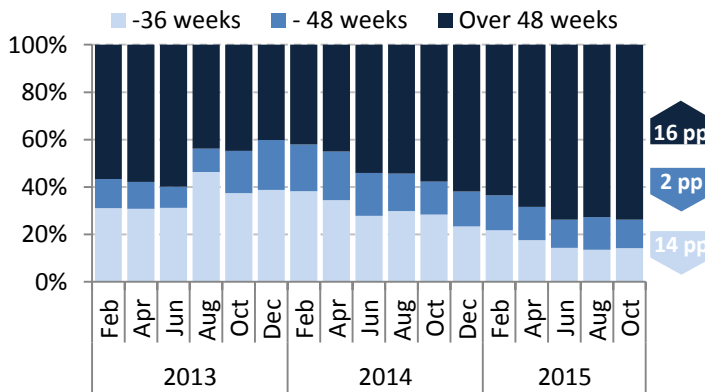
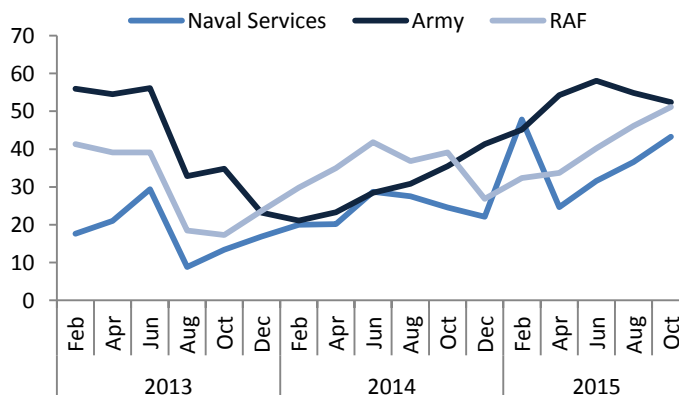


Fig 1.6: Average¹ time (weeks) spent beyond 24-week limit by Service



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).

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 January 2013, the Services were tasked by MOD to resolve 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 **December 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 **October 2015**.

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

Feedback

We welcome feedback on all aspects of our statistics:

David Wall
020 7877 3452
Statistics1@oscc.gsi.gov.uk