

### Key findings

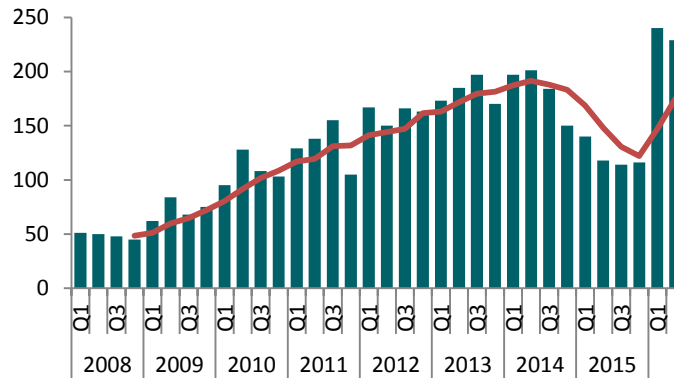
#### Referrals

- Contacts continued at higher levels seen since transition to the SCO.
- Around 230 contacts received in Q2 2016, down slightly on the previous quarter but almost double that seen in the previous year (118).
- Around 80% of contacts were considered as potential SCO business – similar to that in 2015.
- Referrals requests fell by 15% compared to 2015, with 53 referrals made in Q2 2016 - a total of 111 thus far in 2016.
- Referrals account for 27% of potential SCO business. Around 40% of potential contacts are now passed to SCO investigators.

#### Investigations

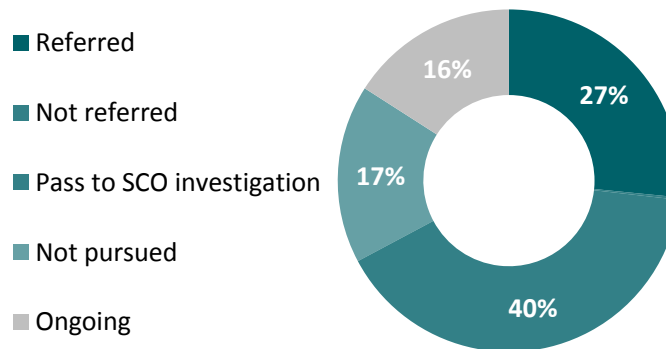
- Following transition in January 2016 the SCO has received 173 requests for investigation.
- Most requests relate to gateway decisions (38%) and undue delay of some sort (33%).

**Fig 1.1: Quarterly contacts<sup>1</sup> received by SCO and average**



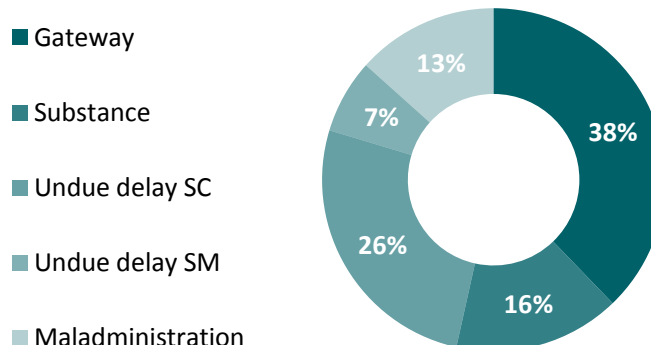
1) All contacts made to OSCO including potential and non-potential Service complaints  
2) Since January 2016 the SCO have recorded all telephone contacts made for the first time.

**Fig 1.2: Breakdown of potential SCO business<sup>1</sup>**



1) Excludes contacts from members of the public or not relating to service matters.

**Fig 1.3: Investigation requests by type, Jan-Jun 2016**



### Background

The Service Complaints Ombudsman to the Armed Forces (SCO) provides an alternative point of contact for serving personnel to raise complaints about Service life with the chain of command. SCO also provides oversight of the SC process and reports to Parliament.

### About

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

It supplements data released in the [SCO Annual Report](#)

Figures presented are **provisional** and as such are subject to later revision.

### Issued by

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

### Press enquiries

0207 877 3438

### Public enquiries

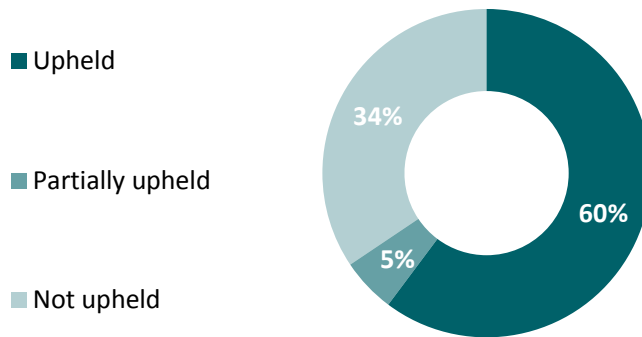
0207 877 3443

- Most requests for investigation come from Army personnel (68%).
- Where a decision has been made, around a third of requests have been rejected by the SCO (49 cases).
- Where an outcome has been reached (93 cases), 60% have been upheld.
- Close to 90% of SCO investigations have been completed within SCO timeliness targets.

### Red flag

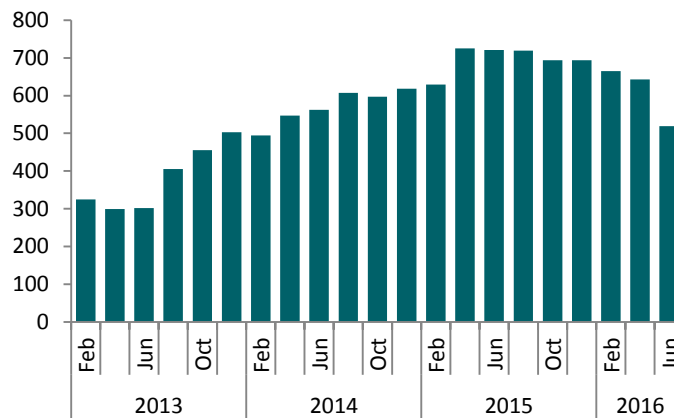
- At end June 2016, 519 complaints were open beyond the 24 week target. Of these, 57% were received in 2014 or earlier.
- During 2015 'red flag' cases stabilised and have since fallen – down 28% on 2015 (721).
- 80% of 'red flag' cases have been open for more than 48 weeks – an 8 percentage point increase on 2015.
- On average red flag cases have been open for 64 weeks beyond the 24 week target.

**Fig 1.4: Investigation outcomes<sup>1</sup>, Jan-Jun 2016**



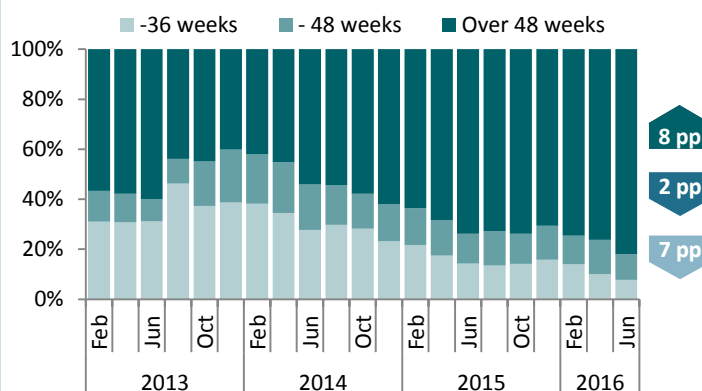
1) Relates to accepted cases (e.g. not rejected by SCO) which have subsequently reached an outcome at the time of data extraction.

**Fig 1.5: Service complaints beyond 24-week target<sup>1</sup>**



1) Bimonthly return with last extract taken as at 30 June 2016.

**Fig 1.6: Distribution of red flag case duration by weeks and percentage point change from previous year<sup>1</sup>**



1) Bimonthly return with last extract taken as at 30 June 2016.

### Contacts and referrals

Enquiries to the OSCO are known as **contacts**. Contacts forwarded to the Services for resolution are known as **referrals**.

### Red flag

From January 2013, Services were tasked by MOD to resolve 90% of cases within a 24-week timeline. 'Red flag' cases are those which have exceeded this target.

### About the data

Caseload statistics are extracted from local OSCO logs as at end **June 2016**.

Data on the 24-week target are provided by Services from MOD systems. The data is true as at end **June 2016**.

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

### Feedback

We welcome feedback on all aspects of our statistics: [email us here](#)

8 pp

2 pp

7 pp