

Key findings

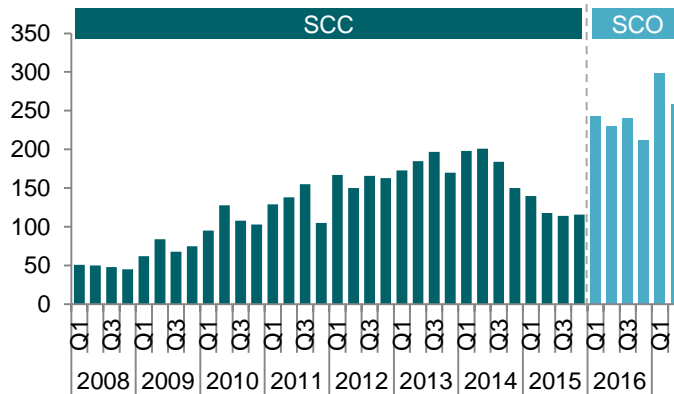
Referrals

- Around 260 contacts were made to SCO in Q2 2017, up 12% on 2016 and well above levels seen prior to transition to the SCO.
- 92% of contacts were considered as valid applications within the remit of SCO powers.
- Referrals requests (49) fell by 18% compared to 2016 (60), continuing to be well below levels seen before transition to the SCO.
- Around 40% of applications are for SCO investigations.

Investigations

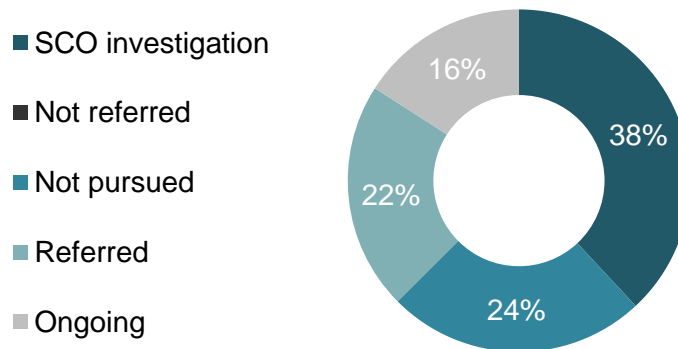
- Since transition in January 2016 the SCO received 540 requests for investigation.
- Requests to investigate fell by 28% in Q2 (82) following a peak in Q1 2017 (114).
- More substance (24%) and maladministration (22%) seen in 2017, up 4 and 6 percentage points respectively on 2016.

Fig 1.1: Quarterly contacts¹ received



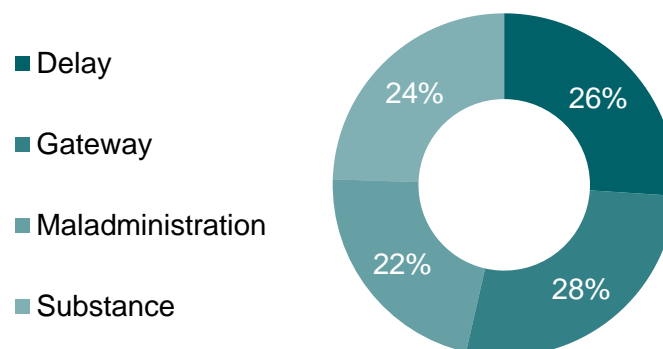
1) All contacts made to SCO includes requests within and outside of scope.
2) Since January 2016 the OSCO have recorded all telephone contacts made for the first time.

Fig 1.2: Breakdown of applications (in scope), 2017



1) Excludes applications made outside of the SCO remit.

Fig 1.3: Investigation requests by type, 2017



Background

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

About

This factsheet presents key findings from the casework of the Office of the Service Complaints Ombudsman.

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,
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Press enquiries
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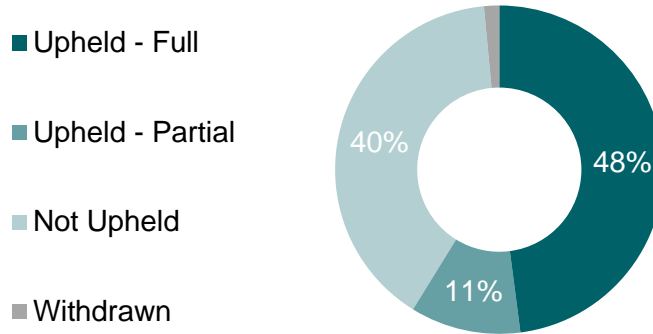
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- Where a decision has been made, 61% of all requests have been accepted by the SCO (288 cases).
- Acceptance varies by request type – lower rates in substance (6%) and maladministration cases (17%).
- Most investigations are upheld in favour of the complainant to some degree (59%)
- 67% of investigations have been completed within SCO timeliness targets.

Red flag

- At end June 2017, there were 489 red flag complaints reported by the Service to the SCO.
- This represents a 6% fall on June 2016. This continues the downward trend seen since a peak in April 2015.
- 62% of 'red flag' cases have been open for more than double the target period (48 weeks). This represents a 21 percentage points drop compared to June 2016 (82%), but is up slightly on April 2017 (56%).

Fig 1.4: Investigation outcomes¹



¹) Relates to cases which were accepted by the SCO and have subsequently reached an outcome at the time of data extraction.

Fig 1.5: Service complaints beyond 24 week target¹

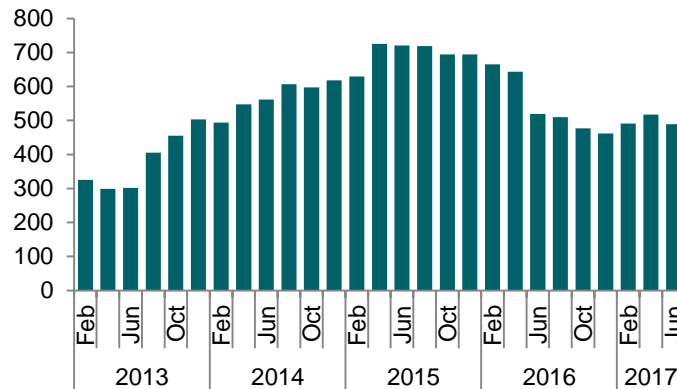
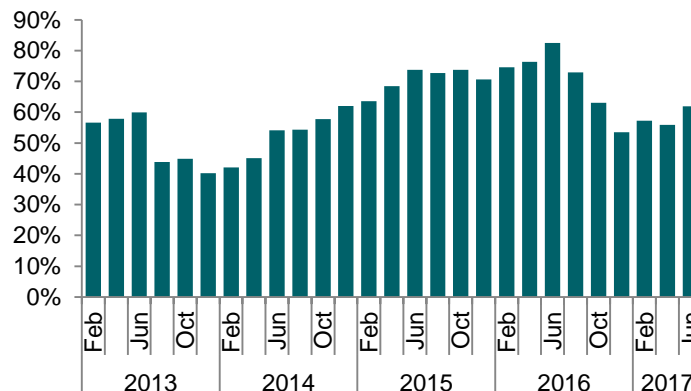


Fig 1.6: Red flag cases open for 48 weeks and over



Contacts and referrals

Enquiries to the SCO are known as **contacts**. Contacts which are 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 SCO casework systems as at end **June 2017**.

Data on the 24-week target are provided by Services from MOD systems. The data is true as at end **June 2017**.

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

Feedback

We welcome input on all aspects of our statistics:

- [email us here](#)