

Key findings

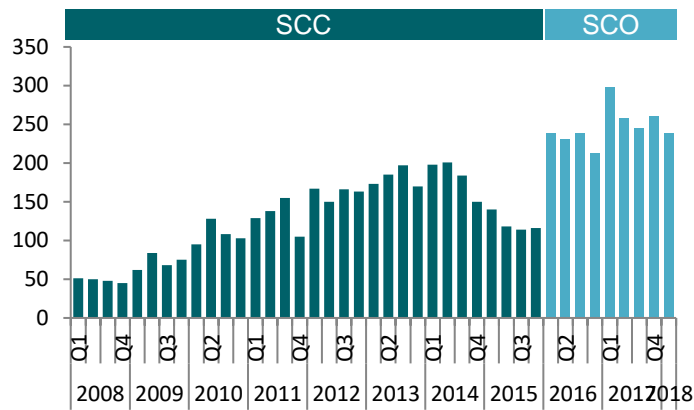
Enquiries and Referrals

- Around 239 contacts were made to SCO in Q1 2018, a decrease of 20% on Q1 2017 (298).
- Referrals requests (50) remain stable- well below levels seen before transition to the SCO.
- Around 42% (91 out of 218) of applications are for investigations.

Investigations

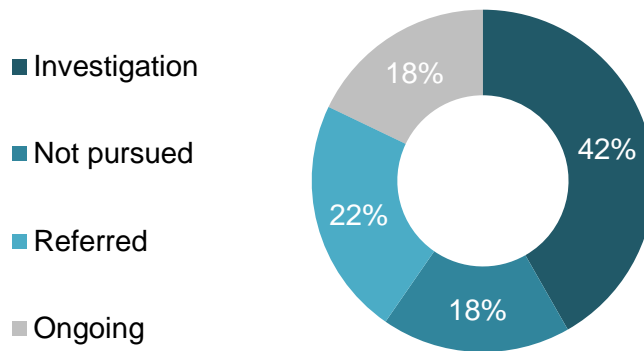
- Since transition in January 2016 the SCO received 841 requests for investigation.
- Requests to investigate decreased by 20% in Q1 2018 (91) compared to Q1 2017 (114).
- More delay(30%) and gateway (30%) requests seen in Q1 2018, both up 4 percentage points from 2017 calendar year.
- Where a decision has been made, 87% of all investigations requests are considered eligible (659 out of 759).

Fig 1.1: Quarterly contacts¹ received



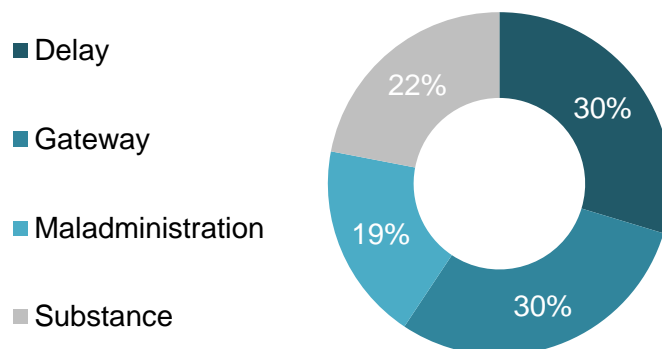
1) All contacts made to SCO includes requests within and outside of scope.
2) Since January 2016 the OSCO have recorded all telephone contacts made.

Fig 1.2: Breakdown of applications (in scope), Q1 2018



* Cases which cannot progress due to lack of applicant information/engagement.

Fig 1.3: Investigation requests by type, Q1 2018



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. The SCO provides oversight of the Service 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,
PO Box 72252,
London SW1P 9ZZ.

Press enquiries
0207 877 3438

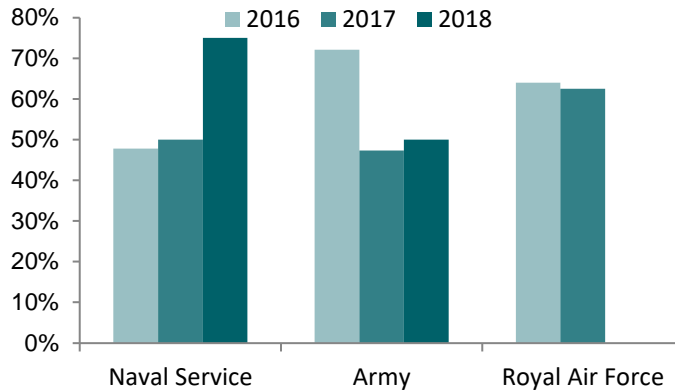
Public enquiries
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- 58% of eligible cases are closed via investigation (329). This varies by type, where only 3% (3 out of 150) of Substance and 10% (13 out of 124) of Maladministration cases reach full investigation.
- 57% of all investigations carried out have been upheld in favour of the complainant to some extent (179 out of 380) – this varies by Service.
- 70% of closed eligible investigation requests were completed within OSCO timeliness targets.

Red flag

- At end Q1 2018, there were 425 red flag complaints reported to the SCO – down 2% on Q4 2017 (462).
- All three Services reported an increase in red flag cases in Q1 2018.
- 60% of 'red flag' cases have been open for more than double the target period (48 weeks).
- On average (median) cases have spent 33 weeks beyond the 24 week target.

Fig 1.4: Investigation uphold rate¹



1) Closed investigations upheld in favour of the complainant fully or partially.

Fig 1.5: Service complaints beyond 24 week target¹

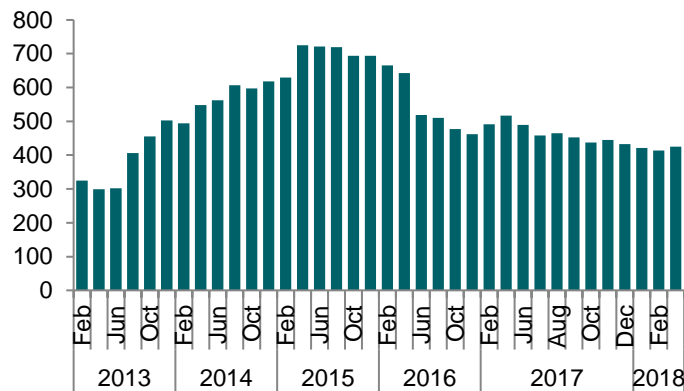
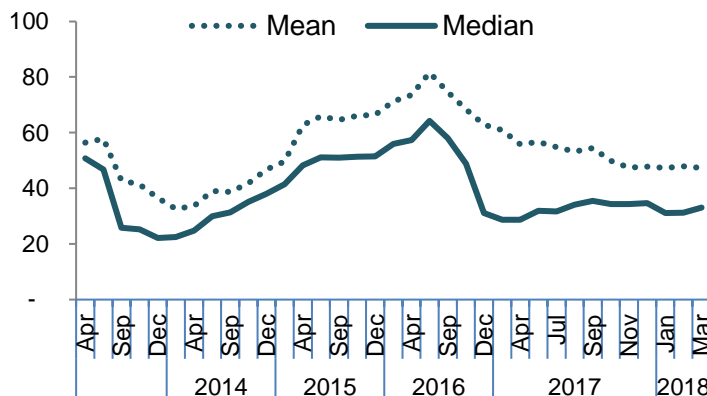


Fig 1.6: Average time spent over 24 week target



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 **March 2018**.

Data on the 24-week target are provided by Services from MOD systems. The data is true as at end **March 2018**.

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](#)