

Key findings

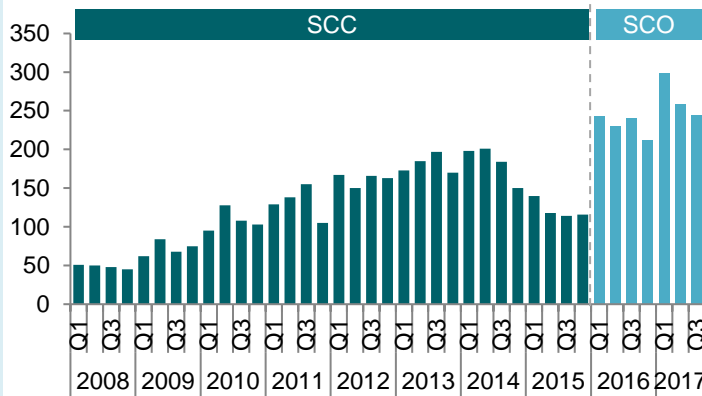
Referrals

- Around 240 contacts were made to SCO in Q3 2017, similar to levels seen in Q3 2016.
- Referrals requests (49) fell by 18% compared to Q3 2016 (60) - well below levels seen before transition to the SCO.
- Around 40% of applications are for investigations.

Investigations

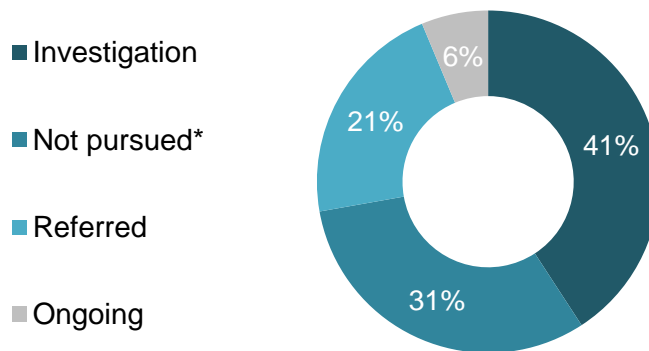
- Since transition in January 2016 the SCO received 648 requests for investigation.
- Requests to investigate increased by 37% in Q3 2017 (103) compared to Q3 2016 (75).
- More substance (27%) and maladministration (22%) requests seen in 2017, up 7 and 6 percentage points respectively on 2016.
- Where a decision has been made, 86% of requests are considered eligible for investigation.

Fig 1.1: Quarterly contacts¹ received



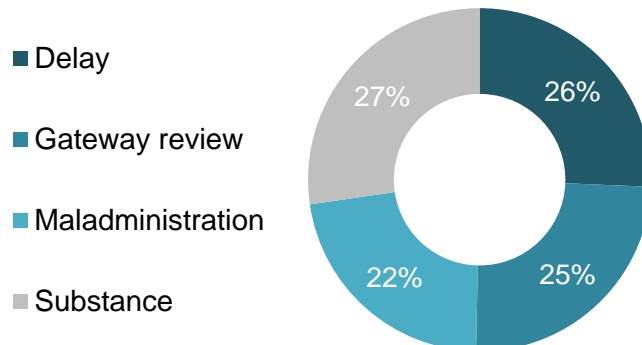
1) All contacts made to SCO includes requests within and outside of scope.
2) Since January 2016 the OSCO have recorded all telephone contacts made.

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



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

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. 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

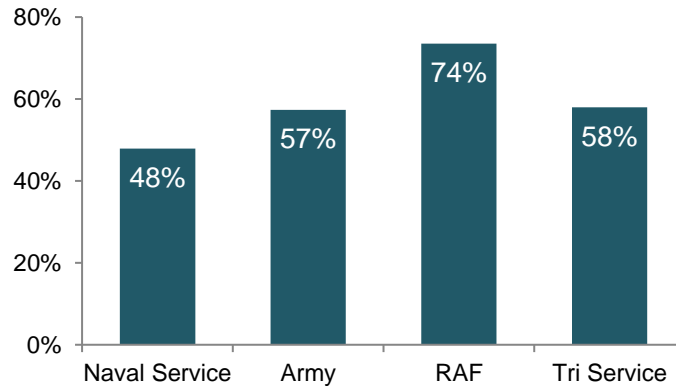
Public enquiries
0207 877 3450

- 63% of eligible cases proceed to investigation. This varies by type, with only 9% of substance and maladministration cases reaching full investigation.
- 58% of investigations were upheld in favour of the complainant to some extent, this varies by Service.
- 75% of eligible investigation requests were completed within timeliness targets.

Red flag

- At end Q3 2017, there were 452 red flag complaints reported by the Service to the SCO – down 11% on 2016 (510).
- The Navy are the only Service reporting an increase in red flag cases in 2017.
- 62% of 'red flag' cases have been open for more than double the target period (48 weeks).
- On average (median) cases have spent 35 weeks beyond the 24 week target.

Fig 1.4: Investigation uphold rate by Service¹



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

Fig 1.5: Service complaints beyond 24 week target¹

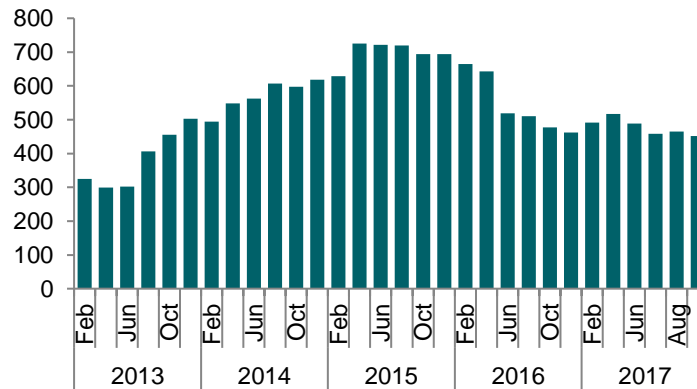
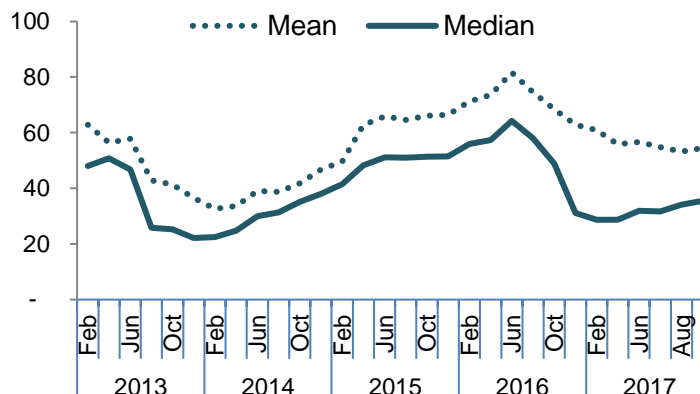


Fig 1.6: Average time spent over 24 week target



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 **September 2017**.

Data on the 24-week target are provided by Services from MOD systems. The data is true as at end **September 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](#)