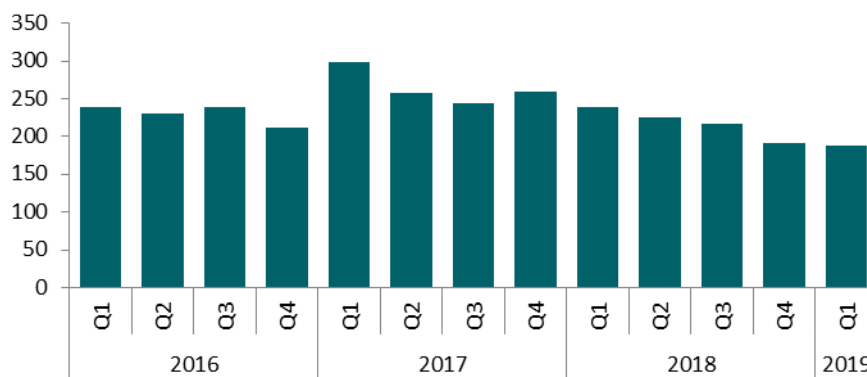


The Service Complaints Ombudsman for the Armed Forces (SCOAF) provides independent and impartial oversight of the Service complaints process.

SCOAF Contacts and Referrals

- Since 1st January 2016 when SCOAF was launched, we have received 3,040 contacts (emails, written correspondence and telephone calls).
- In Q1 2019, SCOAF received 188 contacts which represents a decrease of 21% on the 239 contacts received in Q1 2018.
- Of these 188 contacts, 176 were 'in scope' and could be processed as applications.
- Of these 'in-scope' contacts, 45% were requests for investigations, 15% were requests for referrals and 14% were not pursued.
- Referrals requests in Q1 2019 (26) have fallen by 47% from the Q1 2018 (49).

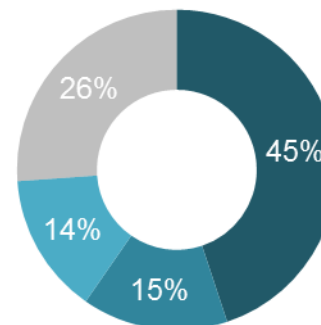
Fig 1.1: Number of SCOAF quarterly contacts¹ received



¹Number of quarterly contacts includes those that are not in scope.

Fig 1.2: Breakdown of applications (in scope) to SCOAF, Q1 2019

- Investigation
- Referred
- Not pursued
- Ongoing



Factsheet

This factsheet presents key findings from the casework of the Service Complaints Ombudsman for the Armed Forces. It supplements data released in the [Annual Report](#)

Figures presented are **provisional** and as such are subject to later revision. They are produced in the spirit of the [Code of Practice for Official Statistics](#)

Issued by

Service Complaints
Ombudsman for the Armed
Forces,
PO Box 72252,
London SW1P 9ZZ.

Press enquiries
0207 877 3438

Public enquiries
0207 877 3450

SCOAF Investigations

- In Q1 2019, the Ombudsman has received 79 investigation requests. This represents a decrease of 17% when compared to Q1 2018 (95 requests).
- The most frequent requests were applications for review of an admissibility decision and investigations of undue delay.
- 85% of all investigation requests were considered eligible for investigating.
- In Q1 2019, 46% of all investigations carried out have been upheld in favour of the complainant to some extent (28 out of 61).
- In Q1 2019, 68% of eligible investigation requests closed were within SCOAF timeliness targets.
- As of 31st March 2019, we have 146 unallocated substance and maladministration cases - an increase of 3 cases since 31st December 2018 (143 cases).

Fig 1.3: Investigation requests to SCOAF by case type, Q1 2019

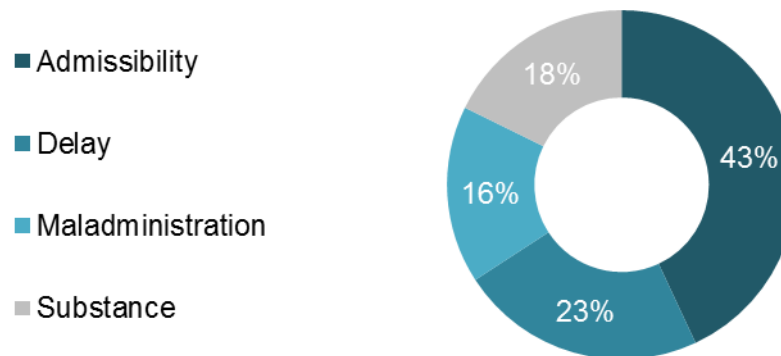
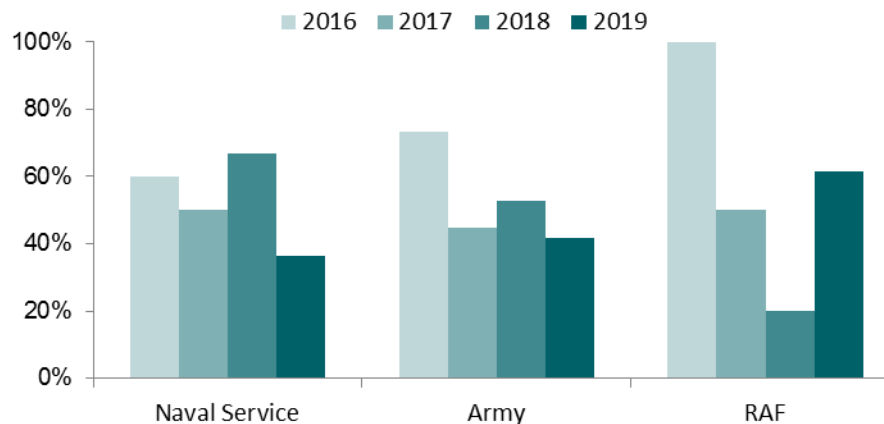


Fig 1.4: SCOAF investigation uphold rate³, Q1 2016-2019



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

SCOAF contacts, referrals, investigations

New enquiries to SCOAF are logged on the casework system and are referred to as contacts. Contacts that fall within the Ombudsman's jurisdiction are referred to as 'in scope'.

The Ombudsman can refer an individual's intention to make a Service complaint to their chain of command.

The Ombudsman's powers of investigation are limited to:

- Review of **admissibility decisions**
- Undue delay** in the handling of a Service complaint or Service matter
- Substance** (merits) of a Service complaint that has been finally determined
- Maladministration** of a Service complaint that has been finally determined

About the data

Caseload statistics are extracted from the SCOAF casework system as at end March 2019.

Tri-service 'red flag' cases

- At end of Q1 2019, the tri-Services had 475 'red flag' complaints open – an increase of 12% on the end of Q1 2018 (426 complaints).
- All three Services reported a twelve month increase in red flag cases over the same period.
- 60% of 'red flag' cases have been open for more than double the target period (48 weeks).
- On average (median), cases have spent 30 weeks beyond the 24 week target.

Fig 1.5: Number of Service complaints (Tri Service) beyond 24 week target (i.e. red flag cases)

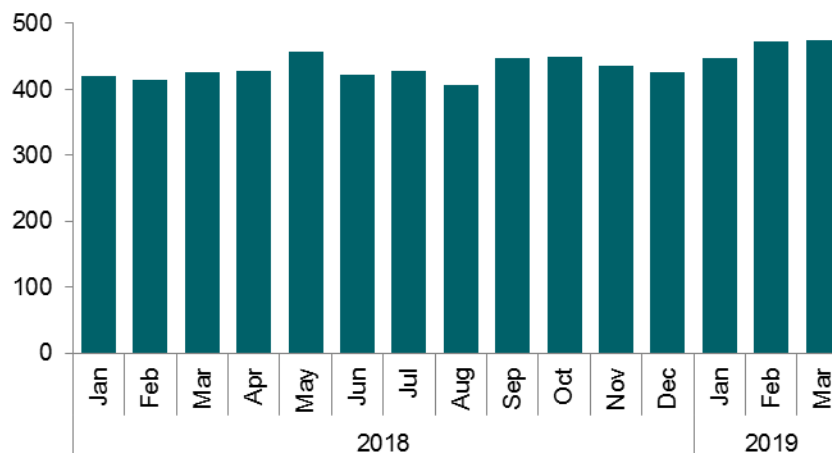
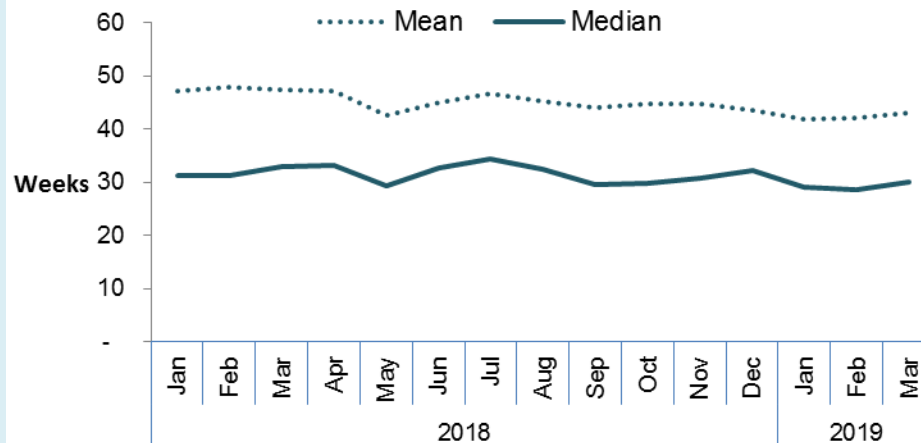


Fig 1.6: Median and mean number of weeks spent over 24 week target for Tri Service red flag cases



Red flag

From January 2013, Services were tasked by MOD to resolve 90% of Service complaints within a 24-week timeline. 'Red flag' cases are those which have exceeded this target. It is a Key performance indicator as set out by the Ministry of Defence.

Data on the 24-week target are provided by Services from MOD systems. The data is true as at end **March 2019**.