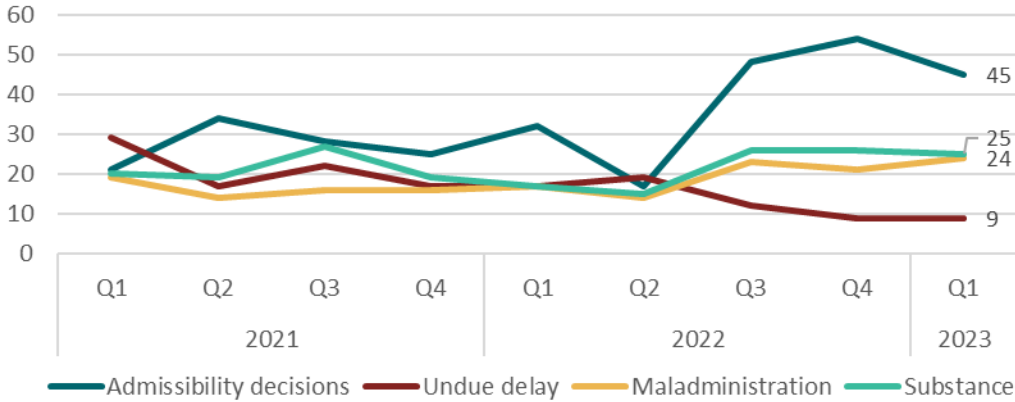


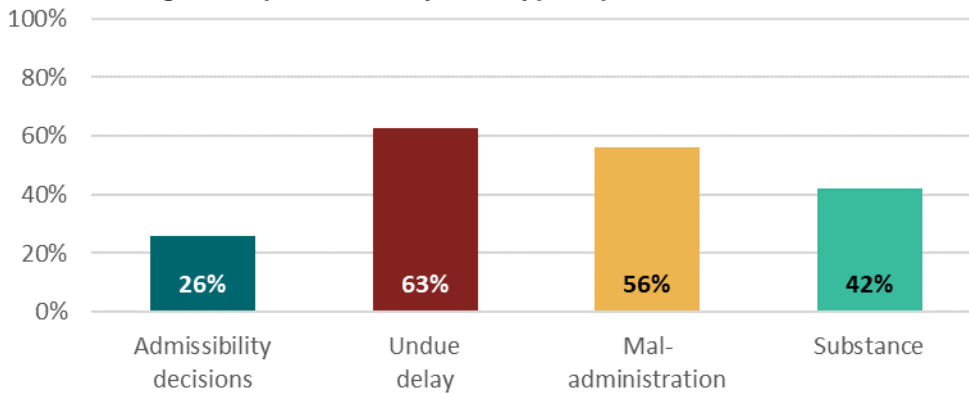
Quarterly number of investigation applications to SCOAF by case type, 2021 - 2023



Volume of SCOAF Investigations

- In Q1 2023, the Ombudsman received 103 investigation applications. This represents a decrease of 6% when compared to the previous quarter (110 applications in Q4 2022), and an increase of 24% when compared to the same period last year (83 applications in Q1 2022).
- The most frequent types of investigation applications concerned admissibility decisions and the substance of a complaint.
- In the last 12 months, 67% of all investigation applications received were accepted for investigating.

SCOAF investigation upheld rate¹ by case type, April 2022 – March 2023



¹ Investigations upheld in favour of the complainant fully or partially.

Upheld rates for SCOAF Investigations

- In the last 12 months, the Army had the highest upheld rates for Admissibility Decisions at 31% and the RAF had the lowest with 18%. The Naval Service had an upheld rate of 25%.
- In the last 12 months, the Naval Service had the highest upheld rates for Undue Delay at 74% and the RAF had the lowest with 0%. The Army had an upheld rate of 56%.

Timeliness rates for SCOAF Investigations

- In Q1 2023, 100% of eligible investigation requests closed were within SCOAF's timeliness target.
- There was a 100% timeliness rate for Admissibility Decision Investigations, a 100% timeliness rate for undue delay investigations, 100% for maladministration investigations and 100% for substance investigations.
- This compares to the previous quarter where SCOAF's investigations had a timeliness rate of 100% and the same quarter 12 months ago, which had a timeliness rate of 90%.

Quarterly Statistical Report

This report 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 are subject to later revision. They are produced in the spirit of the [Code of Practice for Official Statistics](#)

SCOAF Investigations

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

Please note: Complainants can submit multiple applications in the same quarter (e.g. maladministration and substance) and therefore be counted in multiple application categories.

Number of Service Complaints beyond 24 week target (i.e. red flag cases)



Tri Service ‘red flag’ cases
From January 2013, the Services were tasked by the Ministry of Defence (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 MOD.

Quarterly Statistical Report issued by
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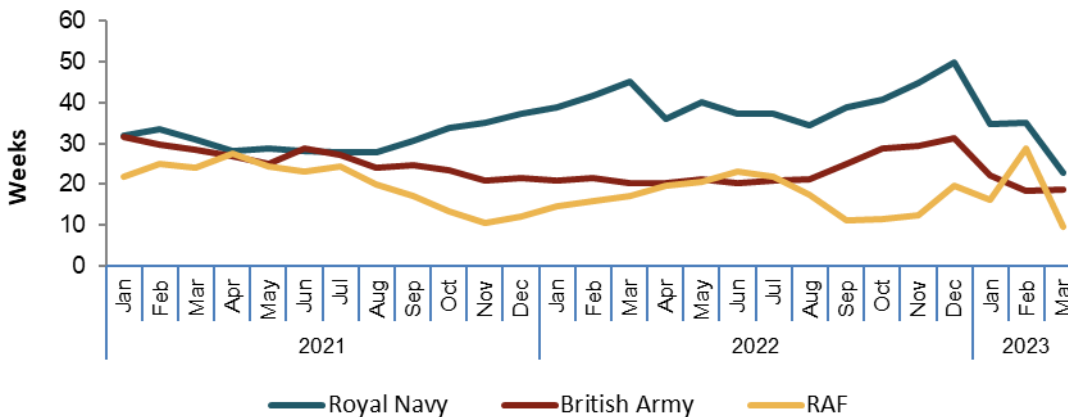
About the data
SCOAF caseload data was extracted from the SCOAF casework system as at 31st March 2023.

Data on the tri Service ‘red flag’ cases was extracted from Joint Personnel Administration system (JPA) as at 31st March 2023.

Number of red flag cases

- At end of Q1 2023, the three Services had 200 ‘red flag’ complaints open – a 6% decrease on 3 months previously (213 complaints in Q4 2022), and a decrease of 41% on the same time last year (341 complaints in Q1 2022).
- The Royal Navy reported a 39% decrease from 12 months ago, in the number of red flag cases (from 99 cases to 60 cases) while the Army reported a 11% decrease (from 153 cases to 136 cases) and the RAF reported a 96% decrease (from 89 to 4 cases).

Median² number of weeks spent over 24-week target for red flag cases by Service



2. The median is a type of average. The median case is the mid-ranked case of all cases ranked by number of weeks spent over target. The median number of weeks spent over target is the median case’s number of weeks spent over target.

Duration of Red Flag cases

- 44% of ‘red flag’ cases had been open for more than double the target period (48 weeks).
- On average (median), cases had spent 19 weeks beyond the 24 week target.
- The average (median) time a red flag case has spent beyond this target is 23 weeks for the Royal Navy, 19 weeks for the Army and 10 weeks for the RAF.
- The average (median) time beyond target time for red flag cases has, over 12 months, decreased by 50% for the Royal Navy (from 45 weeks to 23 weeks), while the Army reported a 8% decrease (from 20 weeks to 19 weeks) and the RAF reported a 45% decrease (from 17 weeks to 10 weeks).