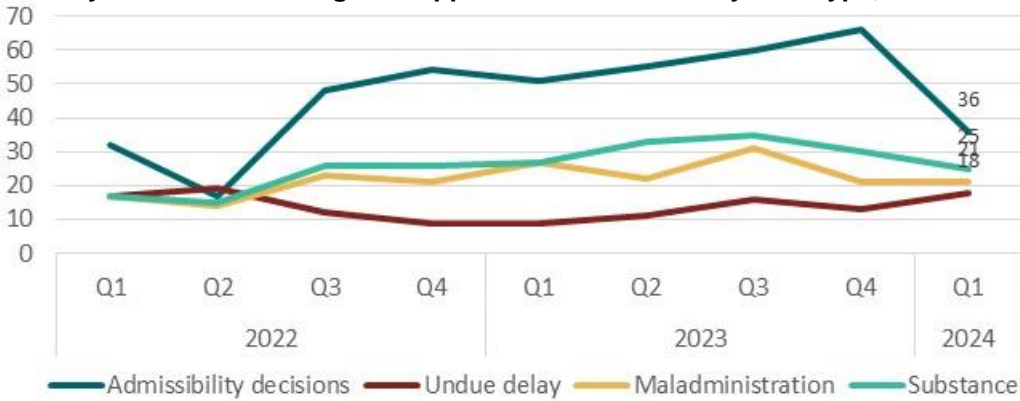


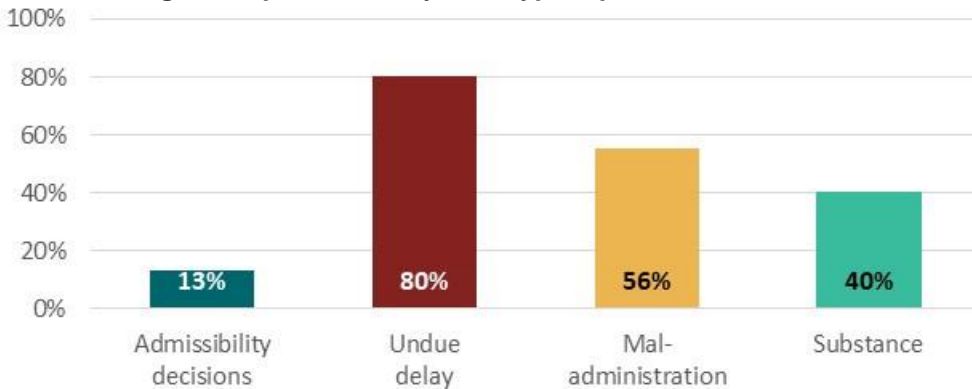
Quarterly number of investigation applications to SCOAF by case type, 2022 - 2024



Volume of SCOAF Investigations

- In Q1 2024, the Ombudsman received 100 investigation applications. This represents a decrease of 23% when compared to the previous quarter (130 applications in Q4 2023), and a decrease of 12% when compared to the same period last year (114 applications in Q1 2023).
- The most frequent types of investigation applications concerned Admissibility decisions and the Substance of a complaint.
- In the last 12 months, 68% of all investigation applications received were accepted for investigating.

SCOAF investigation upheld rate¹ by case type, Apr 2023 - Mar 2024



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 percentage of determinations in favour of complainants (i.e. the upheld rate) for Admissibility Decisions at 16% and the Naval Service had the lowest with 4%. The RAF had an upheld rate of 5%.
- In the last 12 months, on a tri Service basis, the upheld rate for Undue delay was 80%, for complaint Maladministration was 56% and for the Substance of a complaint was 40%. To put this in context, SCOAF Maladministration and Substance investigation applications were subject to triaging. In the last 12 months, 51% of eligible tri-Service Maladministration investigations and 57% of Substance investigations were triaged out (i.e. didn't receive a determination).

Timeliness rates for SCOAF Investigations

- In Q1 2024, 99% of eligible investigation requests closed were within SCOAF timeliness targets.
- There was a 100% timeliness rate for Admissibility decision investigations, a 100% timeliness rate for Undue delay investigations, 100% for Maladministration investigations and 90% for Substance investigations.
- Timeliness for the previous quarter was 100% and for the same quarter last year was 100%.

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](#)

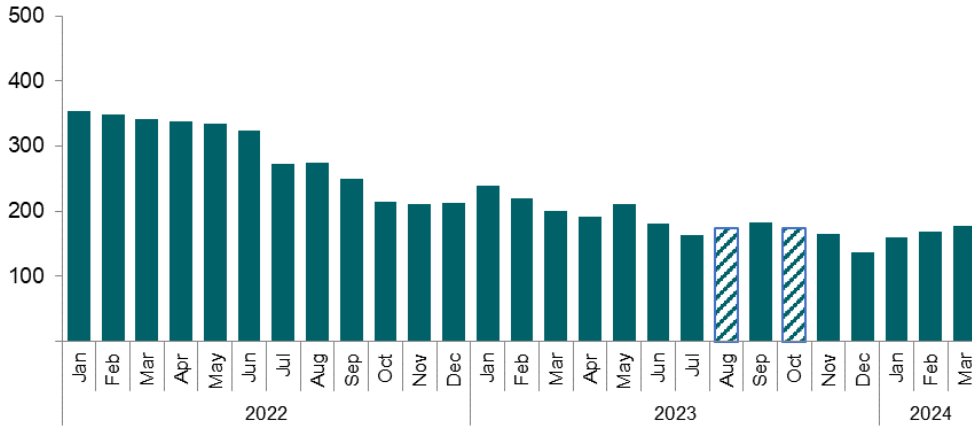
SCOAF Investigations

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.

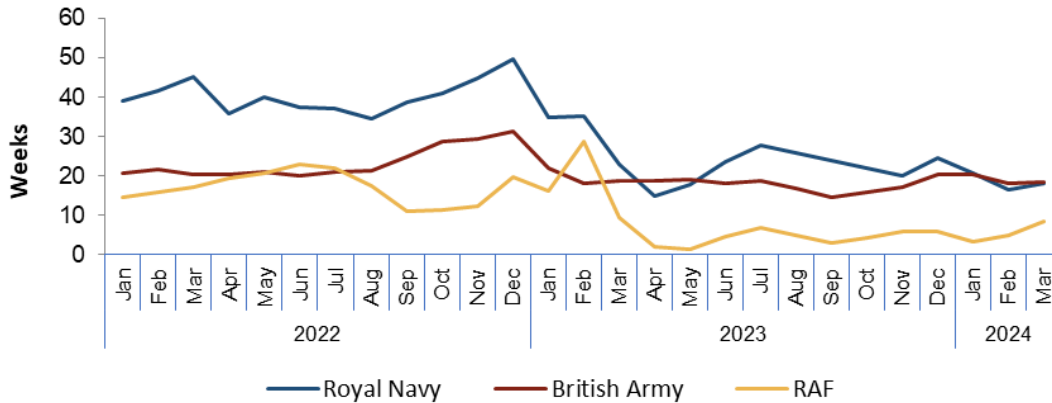
Number of Service Complaints beyond 24 week target (i.e. red flag cases)



Number of 'red flag' cases

- At end of Q1 2024, the three Services had 178 'red flag' complaints open – a 30% increase on 3 months previously (137 complaints in Q4 2023), and a decrease of 11% on the same time last year (200 complaints in Q1 2023).
- The Royal Navy reported a 13% decrease from 12 months ago (from 60 cases to 52 cases), while the Army reported a 27% decrease (from 136 cases to 99 cases) and the RAF reported a 575% increase (from 4 to 27 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.

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

- 35% of 'red flag' cases had been open for more than double the target period (48 weeks).
- On average (median), cases had spent 14 weeks beyond the 24 week target.
- The average (median) time a red flag case has spent beyond this target is 18 weeks for the Royal Navy, 18 weeks for the Army and 8 weeks for the RAF.
- The average (median) time beyond target time for red flag cases has, over 12 months, decreased by 20% for the Royal Navy (from 23 weeks to 18 weeks), while the Army reported a 2% a decrease (from 19 weeks to 18 weeks) and the RAF reported a 11% a decrease (from 10 weeks to 8 weeks).

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.

* Due to a JAVA issue, Service Complaints users of JPA were unable to access key areas during August and October. As a result, red flag data from August and October was unavailable to the Service Complaints Ombudsman for the Armed Forces (SCOAF). To compensate, figures for August 2023 were calculated as mean of the figures from July 2023 and September 2023, figures for October were calculated as the mean of the figures from September 2023 and November 2023.

Quarterly Statistical Report issued by Service Complaints Ombudsman for the Armed Forces,
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Public enquiries
SCOAF caseload data was extracted from the SCOAF casework system as at 31st March 2024.
Data on the tri Service 'red flag' cases was extracted from Joint Personnel Administration system (JPA) as at 31st March 2024.
About the data
SCOAF caseload data was extracted from the SCOAF casework system as at 31st March 2024.

Data on the tri Service 'red flag' cases was extracted from Joint Personnel Administration system (JPA) as at 31st March 2024.