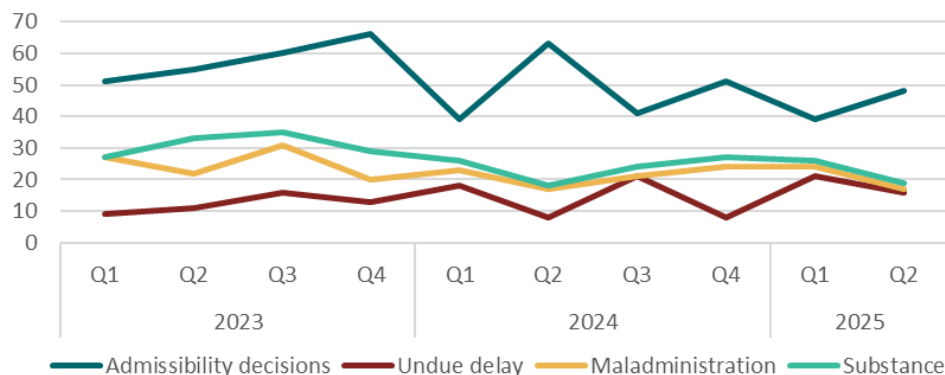


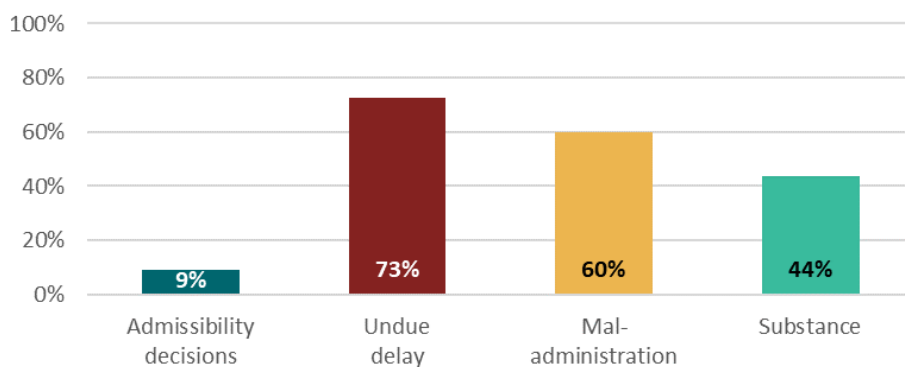
### Quarterly number of investigation applications to SCOAF by case type, 2023 - 2025



### Volume of SCOAF Investigations

- In Q2 2025, the Ombudsman received 100 investigation applications. This represents a decrease of 5% when compared to the previous quarter (105 applications in Q1 2025) and decrease of 5% when compared to the same period last year (105 applications in Q2 2024).
- The most frequent types of investigation applications concerned Admissibility decisions.
- In the last 12 months, 64% of all investigation applications received were accepted for investigating.

### SCOAF investigation upheld rate<sup>1</sup> by case type, July 2024 – June 2025



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

### Upheld rates for SCOAF Investigations

- In the last 12 months, the RAF had the highest percentage of determinations in favour of complainants (i.e. the upheld rate) for Admissibility Decisions at 11% and the Army had the lowest with 8%. The Naval Service had an upheld rate of 10%.
- In the last 12 months, the RAF had the highest upheld rates for Undue Delay at 86% and the Army had the lowest with 61%. The Naval Service had an upheld rate of 79%.

### Timeliness rates for SCOAF Investigations

- In Q2 2025, 100% of eligible investigation requests closed were within SCOAF timeliness targets.
- 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.