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# 2016

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Summary of the 2016 Annual Report of the  
**Service Complaints Ombudsman**

Updated 6 April 2017



INDEPENDENCE


IMPARTIALITY

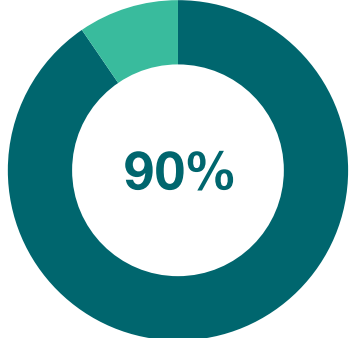
INTEGRITY




# The work of the OSCO in 2016

The Service Complaints Ombudsman for the Armed Forces provides independent and impartial oversight of the Service complaints system.

  
**921**  
 contacts logged

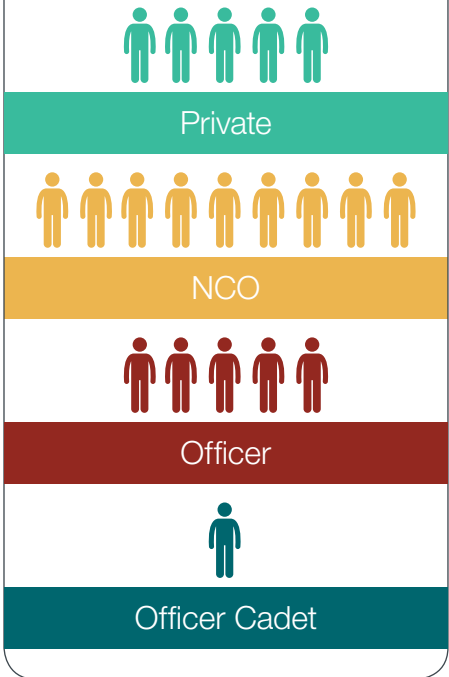
  
**90%**  
 of contacts resulted in a formal application being made to the OSCO

**82%** of applications were from men  
**18%** of applications were from women

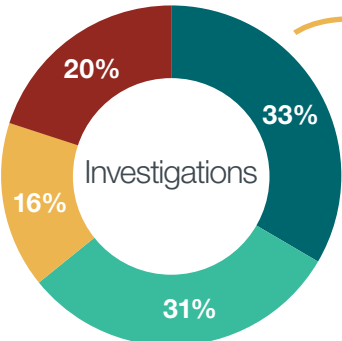


  
**218** referrals made  
**94%** of referrals made within the time target

Around half of the applications received were from NCOs



Private  
 NCO  
 Officer  
 Officer Cadet

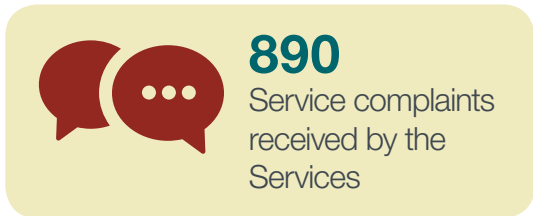
  
**335** applications for investigation were received  
 The majority were for reviews of gateway decisions (**33%**) or undue delay (**31%**) the remainder were for **maladministration** and **substance**

**62%** of all applications received were accepted for investigation  
**76%** of investigations were completed within the time target

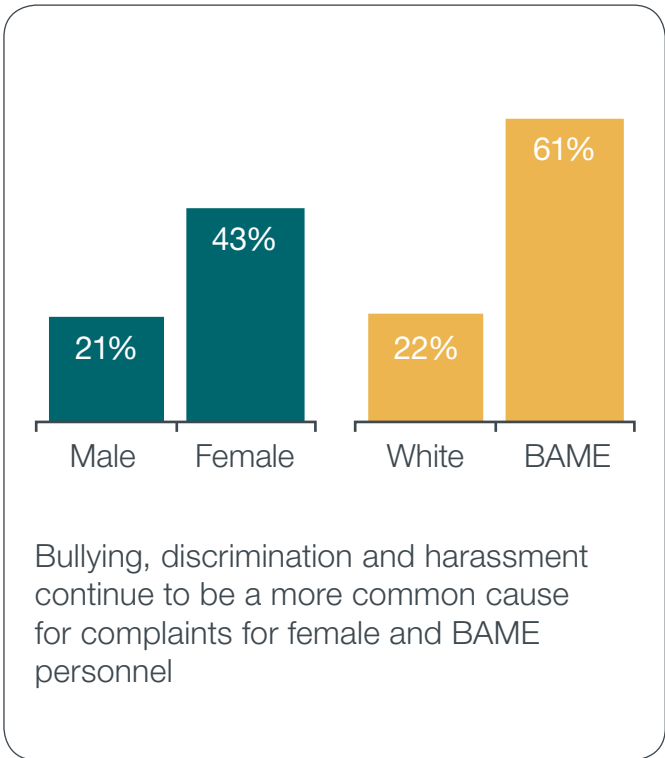
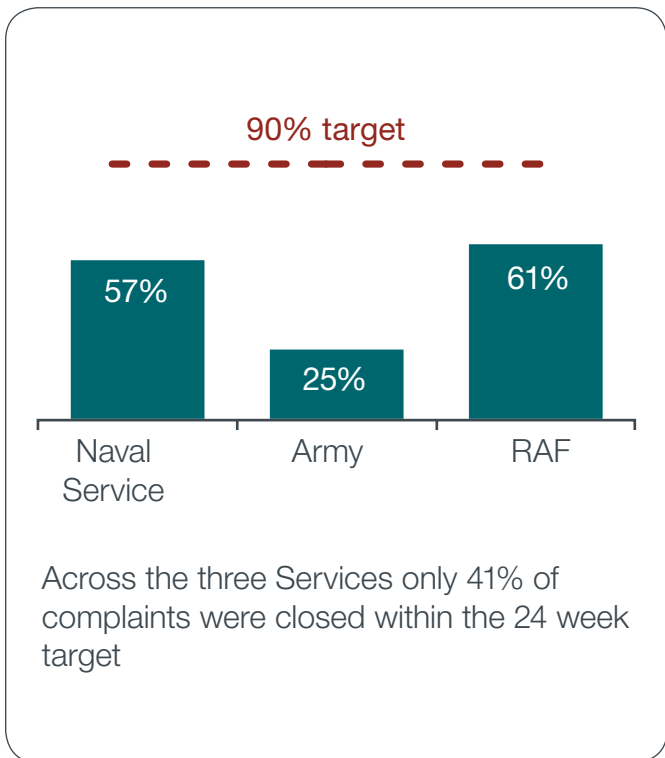
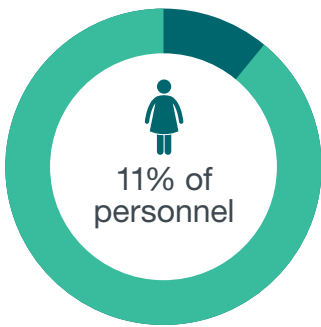


# The Service complaints system in 2016

The Service complaints process changed on 1 January 2016, making it simpler and more streamlined with one instead of two levels of appeal. The information below reflects the work of the internal process.



Female Service personnel were overrepresented in the Service complaints system in 2016



Legacy complaints have reduced by **52%**

## About the Service Complaints Ombudsman

The Service Complaints Ombudsman for the Armed Forces provides independent and impartial oversight of the Service complaints system. The primary way in which she does this is through her powers of referral and investigation. Using these powers the Ombudsman can:

- refer a Service person's intention to make a Service complaint to their chain of command
- review a decision by the chain of command to not accept a complaint for investigation or to not allow a complaint to proceed to appeal for a further decision
- investigate allegations of undue delay in the handling of a Service complaint or Service matter
- investigate allegations that there was maladministration in the handling of a Service complaint which has completed the internal system
- investigate the substance (merits) of a Service complaint which has completed the internal system

## Contacts

Enquiries about this publication should be directed to:

### Media enquiries

**020 7877 3438** or **07824 835695**

**ExternalRelationsManager@servicecomplaintsombudsman.gsi.gov.uk**

### Statistical enquiries

**020 7877 3452**

**StatisticsManager@servicecomplaintsombudsman.gsi.gov.uk**

Contact details for individuals wishing to make an application to the Ombudsman or to find out more about the OSCO are:

 **www.servicecomplaintsombudsman.org.uk**

 **020 7877 3450** 9am-4:30pm Monday-Friday (excluding bank holidays)

 **contact@servicecomplaintsombudsman.gsi.gov.uk**

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