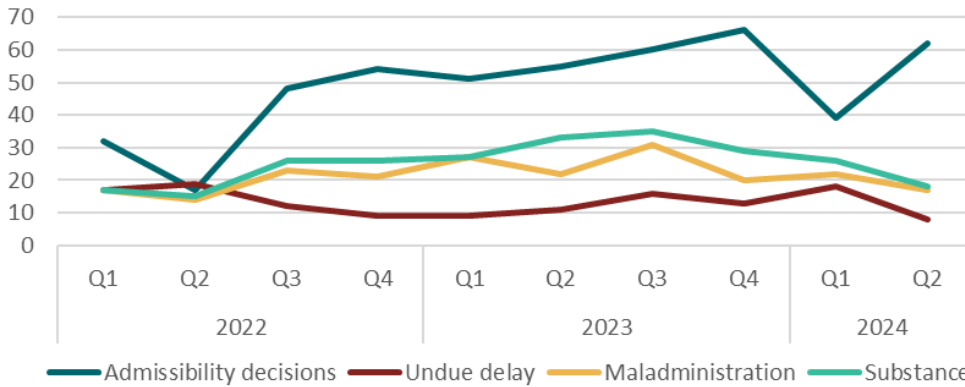


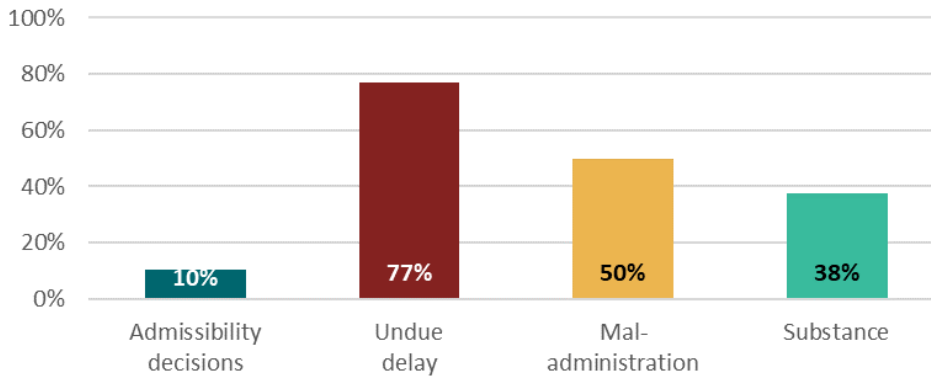
Quarterly number of investigation applications to SCOAF by case type, 2022 - 2024



Volume of SCOAF Investigations

- In Q2 2024, the Ombudsman received 105 investigation applications. This represents no change of 0% when compared to the previous quarter (105 applications in Q1 2024), and a decrease of 13% when compared to the same period last year (121 applications in Q2 2023).
- The most frequent type of investigation application concerned Admissibility decisions.
- In the last 12 months, 69% of all investigation applications received were accepted for investigating.

SCOAF investigation upheld rate¹ by case type, July 2023 – June 2024



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 12% 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 77%, for complaint Maladministration was 50% and for the Substance of a complaint was 38%. 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 61% of Substance investigations were triaged out (i.e. didn't receive a determination).

Timeliness rates for SCOAF Investigations

- In Q2 2024, 100% of eligible investigation requests closed were within SCOAF timeliness targets.
- Timeliness for the previous quarter was 96% 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.