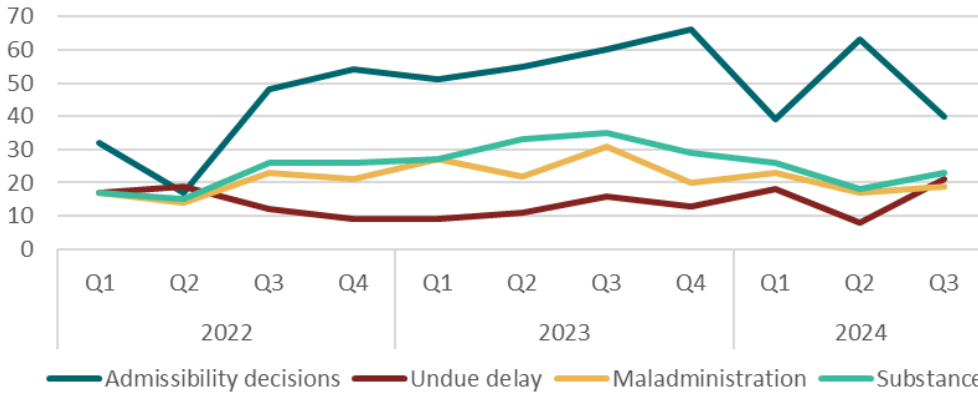


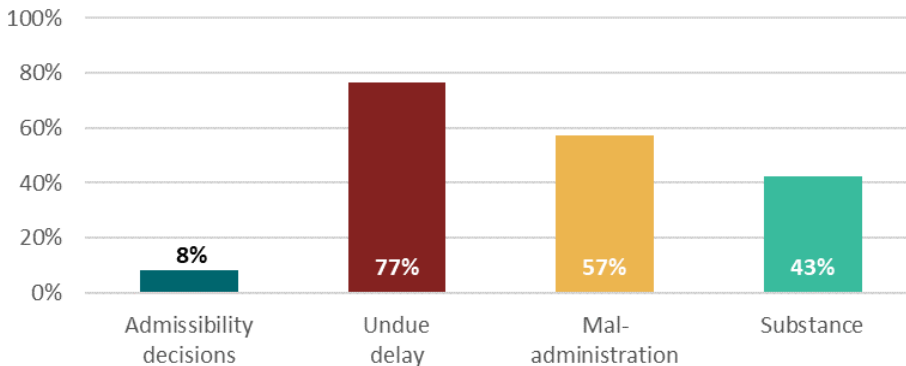
Quarterly number of investigation applications to SCOAF by case type, 2022 - 2024



Volume of SCOAF Investigations

- In Q3 2024, the Ombudsman received 103 investigation applications. This represents a decrease of 3% when compared to the previous quarter (106 applications in Q2 2024), and a decrease of 27% when compared to the same period last year (142 applications in Q3 2023).
- The most frequent types of investigation applications concerned Admissibility decisions and the Substance of a complaint..
- In the last 12 months, 71% of all investigation applications received were accepted for investigating.

SCOAF investigation upheld rate¹ by case type, October 2023 – September 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 9% and the Naval Service had the lowest with 4%. The RAF had an upheld rate of 6%.
- In the last 12 months, on a tri-Service basis, the upheld rate for Undue delay was 77%, for complaint Maladministration was 57% and for the Substance of a complaint was 43%. To put this in context, SCOAF Maladministration and Substance investigation applications were subject to triaging. In the last 12 months, 52% of eligible tri-Service Maladministration investigations and 62% of Substance investigations were triaged out (i.e. didn't receive a determination).

Timeliness rates for SCOAF Investigations

- In Q3 2024, 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.