

Key findings

- The RAF reported 119 complaint receipts, of which 8% were inadmissible. Of the admissible complaints 54% were closed in year.
- Female personnel made 25% of complaints received, despite accounting for 14% of personnel.
- 44% of complaints from female personnel relate to bullying, harassment or discrimination – compared to 22% from males.
- BAME personnel made 9% of complaints received, despite account for 2% of personnel.
- 36 complaints submitted before 2016 were open at the end of 2016 ('legacy') - this has fallen 29% on the previous year.
- 46% of complaints relate to 'terms and conditions of Service'. This is consistently the largest category.
- 61% of cases received and closed in 2016 were decided within the 24 week target.
- Open complaints beyond the 24 week target decreased by 19% between 2015 and 2016 (from 78 to 63 complaints).
- The average time red flag cases spend open fell slightly from 75 to 72 weeks.

Fig 1.1: Status of admissible complaints in 2016

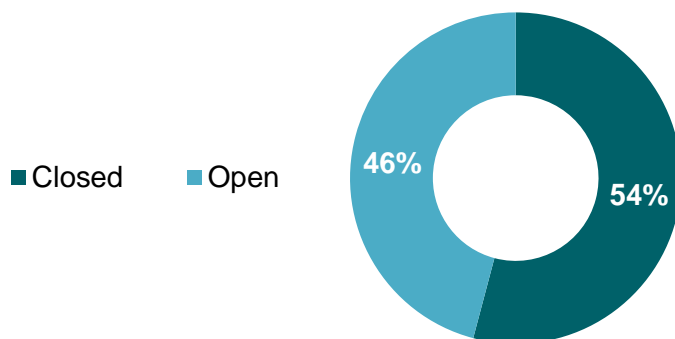


Fig 1.2: 'Legacy' open complaints, 2015 and 2016

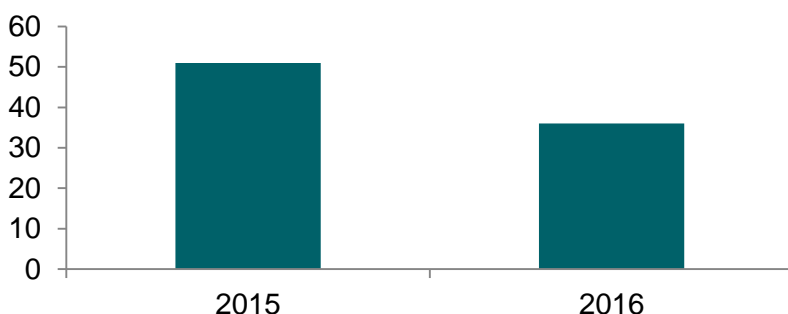


Fig 1.3: Complaints decided in under 24 weeks, 2016

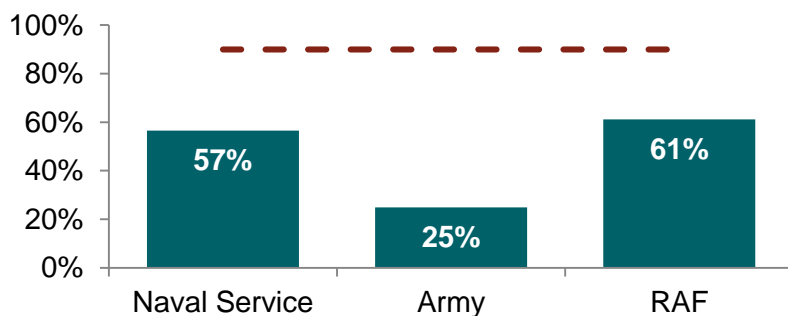


Fig 1.4: Red flag cases, 2013-2016

