

**Lump Sum Grant Independent Complaints Handling Committee (ICHC)
Overall Number of Complaints Handled**

Year	Number of Complaint Cases Received	Number of Complaint Issues Involved * (No. of complaint issues within the ambit of ICHC)	No. of Substantiated Complaint Cases and Improvement Recommendations made to NGOs
2020-21	158	421 (246)	38
2021-22	211	540 (353)	41
2022-23	193	468 (264)	57
2023-24 (As at Jan 2024)	140	334 (228)	39

*Each complaint case might involve more than one complaint issue.