

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

<b>Year</b>	<b>Number of Complaint Cases Received</b>	<b>Number of Complaint Issues Involved *</b> (No. of complaint issues within the ambit of ICHC)	<b>No. of Substantiated Complaint Cases and Improvement Recommendations made to NGOs</b>
<b>2021-22</b>	211	540 ( 353 )	41
<b>2022-23</b>	193	468 (264)	57
<b>2023-24</b>	161	381 ( 263 )	39
<b>2024-25</b> (As at Jul 2024)	79	188 ( 128 )	27

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