

Lump Sum Grant Independent Complaints Handling Committee (ICHC)
Type of Complainant

Year Type of Complainant	Number of Complainants				Total
	2020-21	2021-22	2022-23	2023-24 (As at Jan 2024)	
Service User or Family Member	97	120	130	98	445
NGO Staff or NGO Board / Committee Member	14	29	15	9	67
Public	4	2	6	2	14
Anonymous	43	60	42	31	176
Total	158	211	193	140	702