

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

Year Type of Complainant	Number of Complainants				Total
	2021-22	2022-23	2023-24	2024-25 (As at Jul 2024)	
Service User or Family Member	120	130	111	47	408
NGO Staff or NGO Board / Committee Member	29	15	11	11	66
Public	2	6	3	2	13
Anonymous	60	42	36	19	157
Total	211	193	161	79	644