

Lump Sum Grant Independent Complaints Handling Committee (ICHC)

**Nature of Complaint Issue and Service Category
(From April 2020 to Jan 2024)**

Year	Nature of the Complaint	Service Category															Sub-total	Total
		CA	CW	CD	E(C)	E(M)	E(R)	F	R(A)	R(C)	R(CS)	R(J)	R(M)	Y	M	O		
2020-21	Cat I	3	0	0	2	0	1	0	1	0	0	1	0	0	0	0	8	421
	Cat II	43	5	0	64	1	27	11	2	11	15	7	23	16	0	0	225	
	Cat III	4	1	0	2	0	2	0	0	0	2	0	1	1	0	0	13	
	Cat IV	16	1	0	52	0	24	33	3	6	11	3	9	17	0	0	175	
2021-22	Cat I	13	0	0	4	0	3	0	0	0	1	0	6	0	0	27	540	
	Cat II	20	6	1	93	0	53	29	9	14	16	9	27	41	0	2		320
	Cat III	0	2	0	2	0	0	1	0	0	0	0	1	0	0	6		
	Cat IV	9	0	0	43	0	43	23	7	7	4	15	29	6	0	1		187
2022-23	Cat I	7	0	0	0	0	0	0	0	1	0	0	0	0	0	8	468	
	Cat II	34	9	0	63	0	59	15	10	4	12	13	10	11	0	0		240
	Cat III	6	0	0	6	0	0	1	0	0	0	0	2	1	0	0		16
	Cat IV	21	2	0	37	0	70	35	5	6	5	15	4	4	0	0		204
2023-24 (As at Jan 2024)	Cat I	2	3	1	3	0	2	0	0	0	2	0	0	1	0	0	14	334
	Cat II	18	12	0	50	3	42	15	15	4	16	8	15	6	0	0	204	
	Cat III	3	5	0	0	0	1	0	0	0	0	0	1	0	0	0	10	
	Cat IV	3	1	0	17	2	33	12	8	3	9	2	13	2	1	0	106	

Nature of the Complaint Issue

Cat I : Misuse of Lump Sum Grant

Cat II: Non-compliance with Service Requirements

Cat III: NGOs' Management Decisions that have a Direct Impact on Service Performance

Cat IV: Outside ambit of ICHC

(Including Staff Attitude or Performance, Case Handling, Caring Issue, Programme Details, Corporate Governance Issues, Issues under the purview of other Authorities, etc.)

Service Category

CA : Central Administration

CW: Child Welfare

CD : Community Development

E(C): Elderly Services (Community Support)

E(M): Elderly Services (Multi-categories)

E(R): Elderly Services (Residential Care)

F: Family Services

R(A) :Rehabilitation (Adult Services)

R(C) : Rehabilitation (Children Services)

R(CS) : Rehabilitation (Community Based Services)

R(J) : Rehabilitation (Job Training Related Services)

R(M) : Rehabilitation (Multi-categories)

Y : Youth Services

M : Multi-programme Integrated Services

O : Others