

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
2023-24	161	381 (263)	39
2024-25	215	466 (327)	51
2025-26	295	513 (437)	85
2026-27 (As at Apr 2026)	25	52 (46)	27

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