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 Jul 2026)	107	186 (154)	50

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