

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

Year Type of Complainant	Number of Complainants				Total
	2023-24	2024-25	2025-26	2026-27 (As at Apr 2026)	
Service User or Family Member	111	127	121	18	377
NGO Staff or NGO Board/Committee Member	11	36	58	4	109
Public	3	4	29	3	39
Anonymous	36	48	87	0	171
Total	161	215	295	25	696