

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

Year Type of Complainant	Number of Complainants				Total
	2022-23	2023-24	2024-25	2025-2026 (As at Jan 2026)	
Service User or Family Member	130	111	127	110	478
NGO Staff or NGO Board/Committee Member	15	11	36	45	107
Public	6	3	4	23	36
Anonymous	42	36	48	78	204
Total	193	161	215	256	825