

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

<div> <div>Year</div> <div>Type of Complainant</div> </div>	Number of Complainants				Total
	2022-23	2023-24	2024-25	2025-26 (As at Jul 2025)	
Service User or Family Member	130	111	127	52	420
NGO Staff or NGO Board / Committee Member	15	11	36	16	78
Public	6	3	4	5	18
Anonymous	42	36	48	32	158
Total	193	161	215	105	674