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

Year / Type of Complainant	Number of Complainants				Total
	2023-24	**2024-25**	**2025-26**	**2026-27** (As at July 2026)	
Service User or Family Member	111	127	121	68	427
NGO Staff or NGO Board／Committee Member	11	36	58	15	120
Public	3	4	29	7	43
Anonymous	36	48	87	17	188
Total	**161**	**215**	**295**	**107**	**778**