

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

Year  Type of Complainant	Number of Complainants				Total
	2020-21	2021-22	2022-23	2023-24 (As at Oct 2023)	
Service User or Family Member	97	120	130	69	416
NGO Staff or NGO Board / Committee Member	14	29	15	5	63
Public	4	2	6	1	13
Anonymous	43	60	42	22	167
<b>Total</b>	<b>158</b>	<b>211</b>	<b>193</b>	<b>97</b>	<b>659</b>