

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

Type of Complainant	Year	Number of Complainants				<b>Total</b>
		2022-23	2023-24	2024-25	2025-26 (As at Oct 2025)	
Service User or Family Member		130	111	127	83	451
NGO Staff or NGO Board/Committee Member		15	11	36	31	93
Public		6	3	4	7	20
Anonymous		42	36	48	59	185
<b>Total</b>		<b>193</b>	<b>161</b>	<b>215</b>	<b>180</b>	<b>749</b>