

Lump Sum Grant Independent Complaints Handling Committee (ICHC)

**Nature of Complaint Issue and Service Category
(From April 2022 to July 2025)**

Year	Nature of the Complaint	Service Category															Sub-total	Total
		CA	CW	CD	E(C)	E(M)	E(R)	F	R(A)	R(C)	R(CS)	R(J)	R(M)	Y	M	O		
2022-23	Cat I	7	0	0	0	0	0	0	0	1	0	0	0	0	0	0	8	468
	Cat II	34	9	0	63	0	59	15	10	4	12	13	10	11	0	0	240	
	Cat III	6	0	0	6	0	0	1	0	0	0	0	2	1	0	0	16	
	Cat IV	21	2	0	37	0	70	35	5	6	5	15	4	4	0	0	204	
2023-24	Cat I	4	3	1	3	0	2	0	1	0	2	0	0	1	0	0	17	381
	Cat II	18	14	0	56	3	53	15	21	4	18	10	16	7	0	0	235	
	Cat III	3	5	0	0	0	1	0	0	0	0	1	1	0	0	0	11	
	Cat IV	4	3	0	19	2	33	14	11	3	10	3	13	2	1	0	118	
2024-25	Cat I	11	1	0	3	0	1	1	0	0	1	2	0	0	1	0	21	466
	Cat II	38	23	1	66	0	43	23	23	3	29	14	17	21	0	0	301	
	Cat III	1	0	0	2	0	0	1	0	0	0	0	1	0	0	0	5	
	Cat IV	10	20	0	25	0	20	18	8	3	6	6	16	6	0	1	139	
2025-26 (As at Jul 2025)	Cat I	2	0	0	2	0	0	0	0	1	0	0	3	0	0	0	8	186
	Cat II	35	11	0	17	0	20	8	5	7	1	10	16	11	4	0	145	
	Cat III	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Cat IV	2	3	0	4	0	13	4	0	1	1	1	3	1	0	0	33	

Nature of the Complaint Issue

Cat I: Misuse of Lump Sum Grant

Cat II: Non-compliance with Service Requirements

Cat III: NGOs' Management Decisions that have a Direct Impact on Service Performance

Cat IV: Outside ambit of ICHC

(Including Staff Attitude or Performance, Case Handling, Caring Issue, Programme Details, Corporate Governance Issues, Issues under the purview of other Authorities, etc.)

Service Category

CA : Central Administration

CW : Child Welfare

CD : Community Development

E(C) : Elderly Services (Community Support)

E(M) : Elderly Services (Multi-categories)

E(R) : Elderly Services (Residential Care)

F : Family Services

R(A) : Rehabilitation (Adult Services)

R(C) : Rehabilitation (Children Services)

R(CS) : Rehabilitation (Community Based Services)

R(J) : Rehabilitation (Job Training Related Services)

R(M) : Rehabilitation (Multi-categories)

Y : Youth Services

M : Multi-programme Integrated Services

O : Others