Lump Sum Grant Independent Complaints Handling Committee (ICHC)

Nature of Complaint Issue and Service Category
(From April 2023 to July 2026)

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		
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	**Cat I**	6	0	0	4	0	1	0	0	2	0	0	4	0	0	2	19	**513**
	Cat II	83	17	10	68	0	63	35	28	12	12	25	30	28	4	1	416	
	Cat III	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	Cat IV	7	5	0	14	0	20	9	6	2	3	4	6	0	0	0	76	
2026-27 (As at Jul 2026)	**Cat I**	2	0	0	3	0	1	0	2	2	0	0	0	0	0	1	11	**186**
	Cat II	25	5	2	17	0	15	10	2	11	10	14	13	17	1	1	143	
	Cat III	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Cat IV	3	1	0	3	0	12	4	0	1	2	4	0	1	0	1	32	

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