

Independent Complaints and Grievances Scheme proactively published statistics

Data last updated on 09/10/2023. Next update due in January 2024.

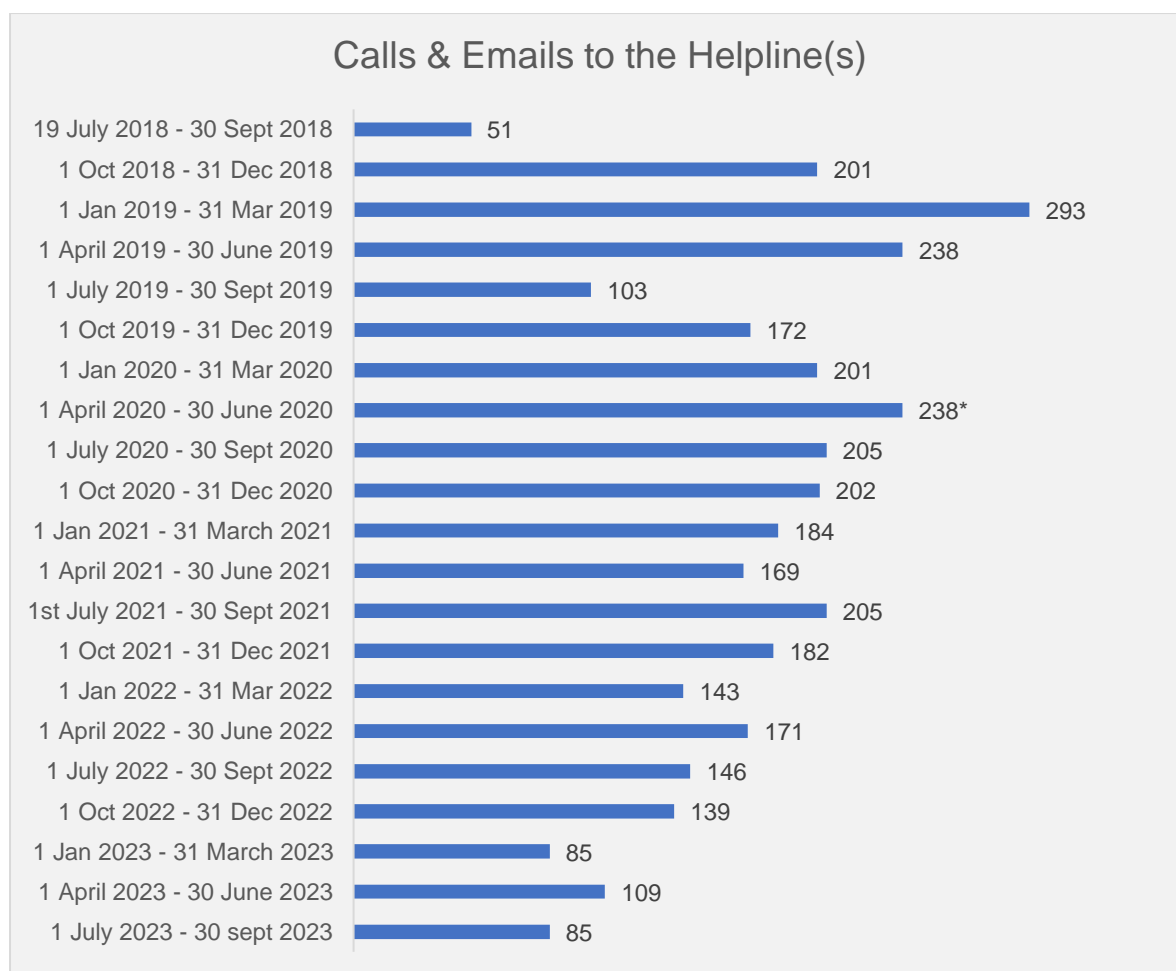
The House of Commons, the House of Lords and the Parliamentary Digital Service are committed to publishing anonymised data on the services brought in under the Independent Complaints and Grievance Scheme. Figures are published quarterly.

The following statistics relate to the two independent helplines which operated until 2 July 2020 and the single independent helpline which has operated since 3 July 2020.

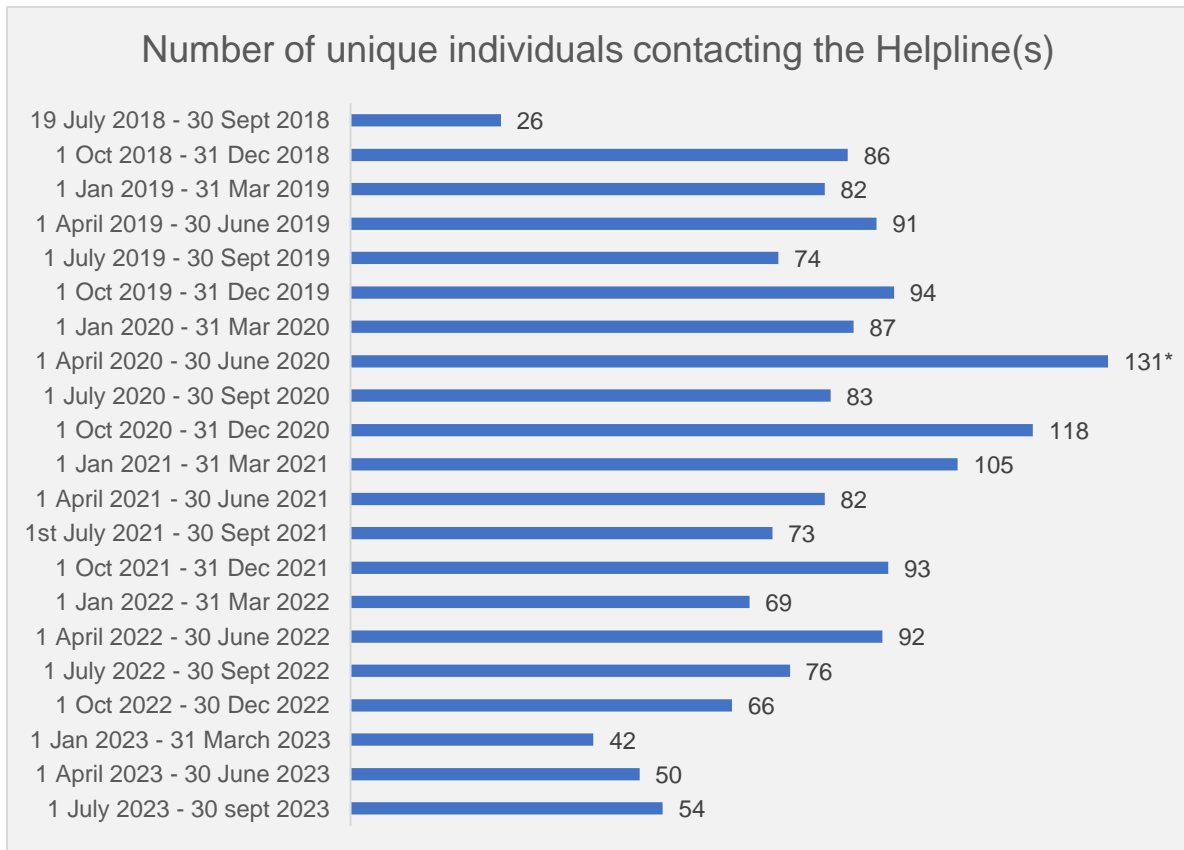
Figures marked * - These figures include 93 contacts by 93 separate individuals following a single incident on social media.

Figures marked < - Are for numbers lower than 10. We only publish exact numbers where they exceed 10 or more. This is to protect the confidentiality of those reporting and using the scheme.

1. Calls and emails to the helplines



2. Number of unique callers to the helpline



3. Number of investigations started in each quarter

