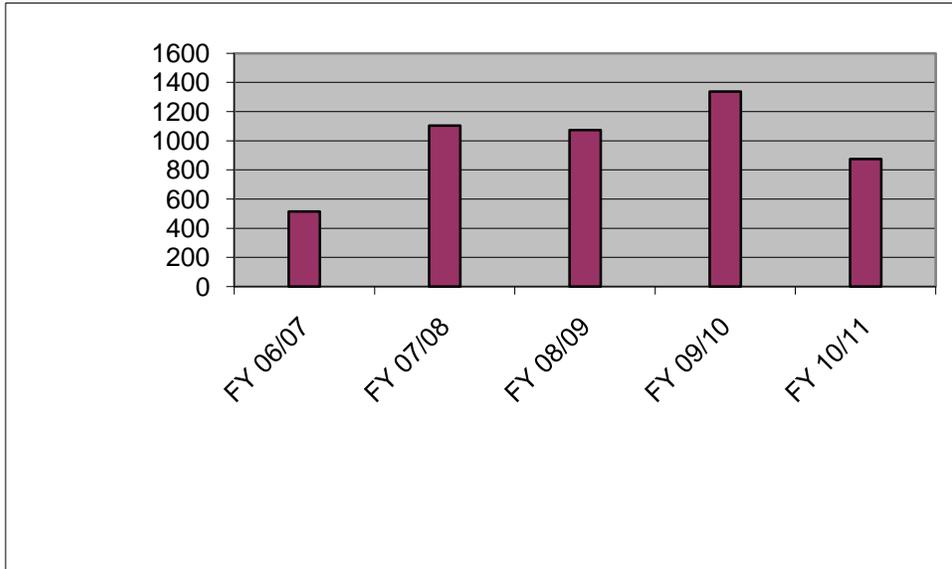


CHART 2 - COMPLAINTS RECEIVED

FY 06/07	515
FY 07/08	1103
FY 08/09	1073
FY 09/10	1337
FY 10/11	875



NUMBER OF COMPLAINTS RECEIVED BY MONTH

2010/2011

July	213
August	126
September	163
October	116
November	143
December	119
January	
February	
March	
April	
May	
June	