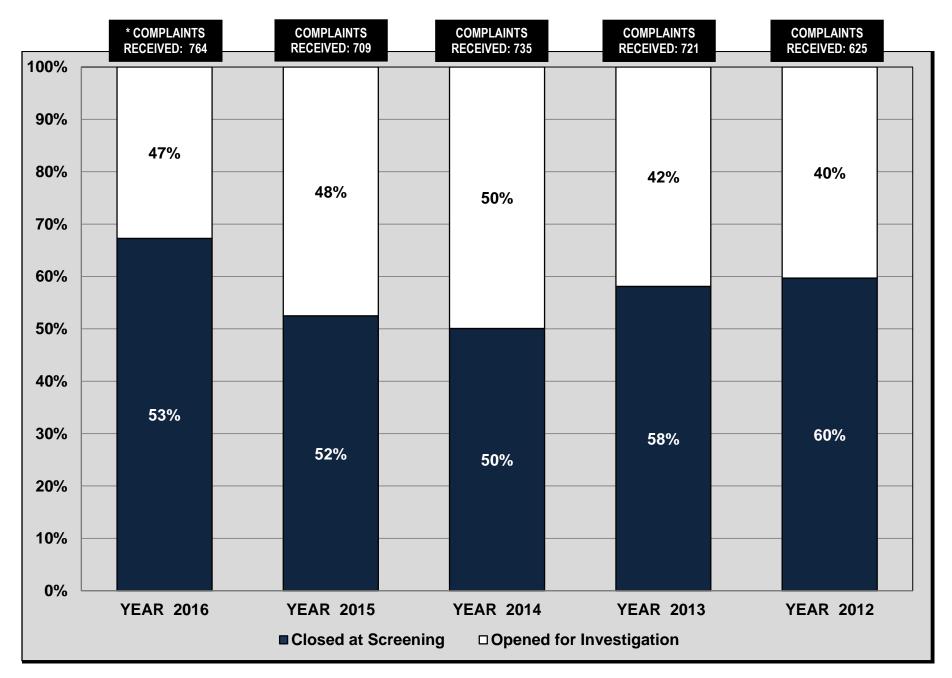


## **COMPLAINTS RECEIVED**

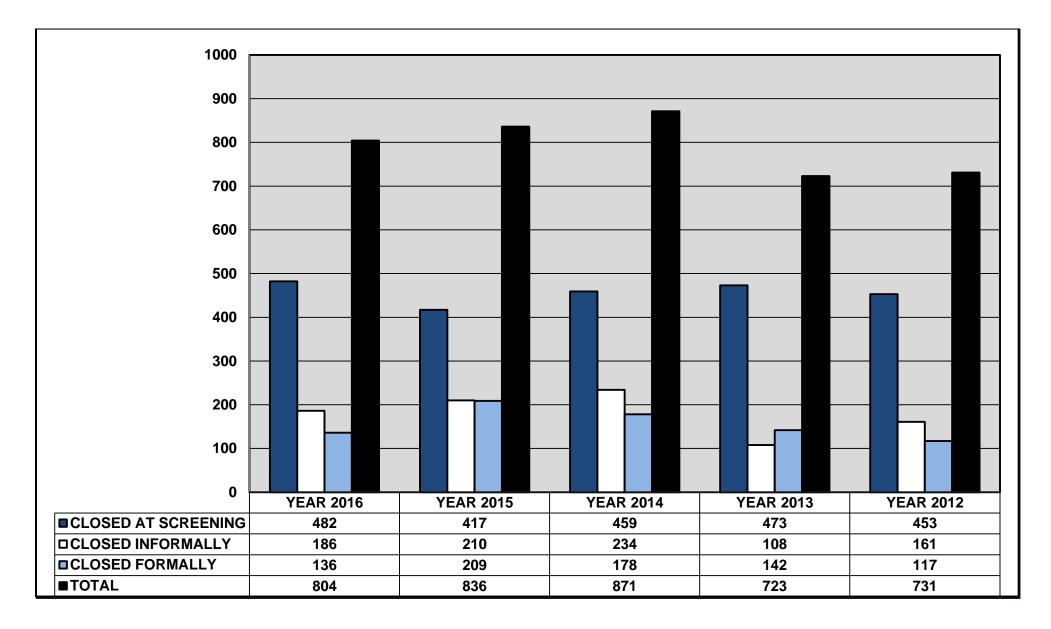
PERCENTAGE CLOSED AT SCREENING AND OPENED FOR INVESTIGATION

JANUARY 1, 2012 - DECEMBER 31, 2016



\*Of the 764 complaints received, 85 complaints have not been screened. The percentages represent the other 679 complaints that have been screened.

## CASES/RESPONDENTS CLOSED BY TYPE OF CLOSURE JANUARY 1, 2012 – DECEMBER 31, 2016



It is important to note that a case/respondent closed may have been received in a previous year.