

Complaints received between 2013 and 2019

2013:

- 1532 total complaints
 - 533 Service Complaints
 - 999 Misconduct Complaints

2014:

- 1052 total complaints
 - 284 Service Complaints
 - 768 Misconduct Complaints

2015:

- 1011 total complaints
 - 250 Service Complaints
 - 761 Misconduct Complaints

2016:

- 1188 total complaints
 - 275 Service Complaints
 - 913 Misconduct Complaints

2017:

- 1298 total complaints
 - 348 Service Complaints
 - 950 Misconduct Complaints

2018:

- 1396 total complaints
 - 410 Service Complaints
 - 986 Misconduct Complaints

2019:

- 1446 total complaints
 - 481 Service Complaints
 - 965 Misconduct Complaints

