

Processing Time of Complaints Concluded

Table

10A

YEAR TIME	1999-2000	2000-01	2001-02 (10½ months)	2002-03
Less than 1 month	44.7%	56.5%	53.7%	59.2%
1 - 3 months	23.2%	20.5%	18.3%	15.1%
3 - 6 months	26.6%	20.5%	22.6%	24.0%
6 - 9 months	4.3%	1.7%	2.1%	0.9%
9 - 12 months	0.9%	0.6%	0.9%	0.3%
More than 12 months	0.3%	0.2%	2.4%	0.5%
Total	3,411	3,476	3,790	4,370

Processing Time for Investigated and Non-Investigated Complaints

Table

10B

YEAR \ TIME	1999-2000	2000-01	2001-02 (10½ months)	2002-03
Concluded by investigation				
Less than 3 months	5.2%	6.8%	0.3%	0.8%
3 - 6 months	55%	49.7%	50.8%	56.5%
6 - 9 months	25.3%	26.1%	13.6%	14.5%
9 - 12 months	8.8%	13.7%	8.4%	9.7%
More than 12 months	5.7%	3.7%	26.9%	18.5%
Number of complaints	194	161	331	124
Concluded without investigation (i.e. Item E in Table 1 excludes complaints concluded by investigation)				
Less than 1 month	47.3%	59.3%	58.8%	60.9%
1 - 3 months	24.3%	21.2%	20.0%	15.5%
3 - 6 months	24.8%	19.0%	19.9%	23.1%
6 - 9 months	3.1%	0.5%	1.0%	0.4%
9 - 12 months	0.5%	0.0%	0.2%	0.1%
More than 12 months	0.0%	0.0%	0.1%	0.0%
Number of complaints	3,217	3,315	3,459	4,246