Informal Settlements

Number of employees seeking counseling

Informal settlement rate

Departmentwide

2,118

43%

Formal Settlements

Number of formal settlements

227

Formal settlement rate

19%

Formal Complaints Filed

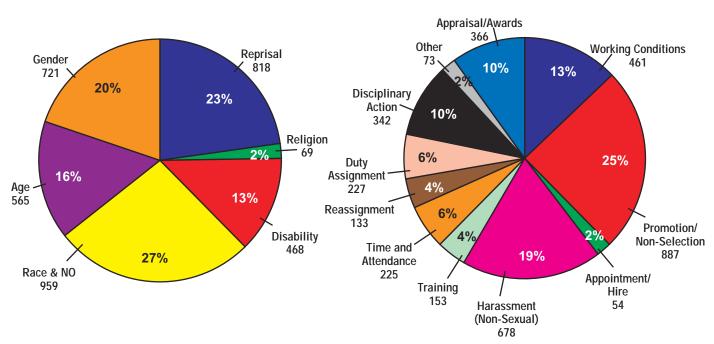
No. of complaints filed TOTAL per 1,000 employees

	 -		
1,202		7.3	

3 - Year Trend				
1,202	7.3			
1,313	8.1			
1,478	9.2			
	1,202 1,313			

Bases of Complaints*

Major Issues of Complaints*



^{*} Based on 3,600 issues alleged in 1,202 complaints.

Formal Complaints Filed

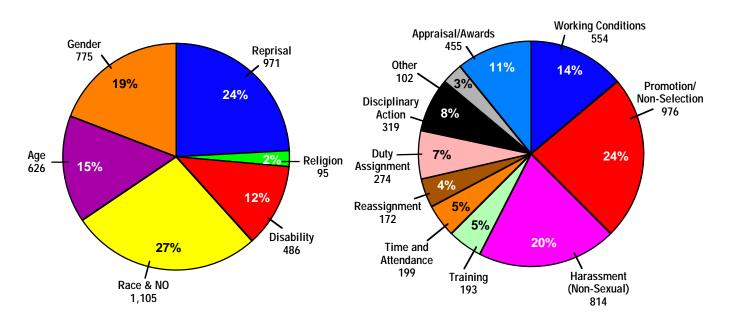
No. of complaints filed per 1,000 employees

1,313 8.1

3 - Year Trend					
FY 00	1,313	8.1			
FY 99	1,478	9.2			
FY 98	1,402	8.8			

Bases of Complaints*

Major Issues of Complaints*



^{*}Based on 4,058 issues alleged in 1,313 complaints.

Informal Settlements

Number of employees seeking counseling

Informal settlement rate

Departmentwide

2,122

38%

Formal Settlements

Number of formal settlements

60

Formal settlement rate

5%