

Complaint Activity
Average Processing Days

	Fiscal Year (FY)								
	2008	2007	2006	2005	2004	2003	2002	2001	2000
All Complaints Pending at anytime of FY	EOY								
Number of Complaints	4	9	7	2	5	6	7	10	6
Average Days in Process	304	262	243	222	270	229	266	327	263
Average Days Investigation	121	115	147	99	111	137	145	142	149
Average Days Final Agency Action									
								0	
Days with Hearing	386	573	373	278	390	629	0	0	0
Days Without Hearing	0	229	70	0	132	0	200	471	254

Complaint Activity
Average Processing Days

	Fiscal Year (FY)								
	2008	2007	2006	2005	2004	2003	2002	2001	2000
Complaint Dismissals	EOY								
Number of Complaints	0	3	2	0	0	0	1	0	1
Average Days	0	8	7	0	0	0	232	0	22

Complaint Activity
Complaints at investigation 180+ days

	Fiscal Year (FY)								
	2008	2007	2006	2005	2004	2003	2002	2001	2000
	EOY								
Number of Complaints	0	2	0	0	0	1	0	0	0

Complaint Activity
Status of pending complaints end FY

	Fiscal Year (FY)								
	2008	2007	2006	2005	2004	2003	2002	2001	2000
Number of Complaints	2	3	3	2	1	3	1	4	5
Number of Individuals	2	2	3	2	1	3	1	4	5

Number in Investigation	1	2	0	0	1	1	1	3	4
Number in Hearing	1	1	3	2	0	2	0	1	0
Number Pending AA	0	1	0	0	0	0	0	0	1
Number on Appeal	1	1	1	0	2	0	1	4	6