

Complaint Activity
Average Processing Days

	Fiscal Year (FY)							
	2009	2008	2007	2006	2005	2004	2003	2002
All Complaints Pending at anytime of FY	3rd Qtr							
Number of Complaints	6	4	9	7	2	5	6	7
Average Days in Process	243	304	262	243	222	270	229	266
Average Days Investigation	128	121	115	147	99	111	137	145
Average Days Final Agency Action								
Days with Hearing	522	386	573	373	278	390	629	0
Days Without Hearing	NA	0	229	70	0	132	0	200

Complaint Activity
Average Processing Days

	Fiscal Year (FY)							
	2009	2008	2007	2006	2005	2004	2003	2002
Complaint Dismissals								
Number of Complaints	0	0	3	2	0	0	0	1
Average Days	0	0	8	7	0	0	0	232

Complaint Activity
Complaints at investigation 180+ days

	Fiscal Year (FY)							
	2009	2008	2007	2006	2005	2004	2003	2002
Number of Complaints	0	0	2	0	0	0	1	0

Complaint Activity
Status of pending complaints end FY

	Fiscal Year (FY)							
	2009	2008	2007	2006	2005	2004	2003	2002
Number of Complaints	5	2	3	3	2	1	3	1
Number of Individuals	5	2	2	3	2	1	3	1
Number in Investigation	2	1	2	0	0	1	1	1
Number in Hearing	2	1	1	3	2	0	2	0
Number Pending AA	0	0	1	0	0	0	0	0
Number on Appeal	3	1	1	1	0	2	0	1