

ANNUAL FEDERAL EQUAL EMPLOYMENT OPPORTUNITY STATISTICAL REPORT OF DISCRIMINATION COMPLAINTS

(REPORTING PERIOD BEGINS OCTOBER 1ST AND ENDS SEPTEMBER 30TH)

AGENCY OR DEPARTMENT: Drug Enforcement Administration

REPORTING PERIOD: FY 2002

PART I PRE-COMPLAINT COUNSELING

COUNSELING

132 A. TOTAL NUMBER OF INDIVIDUALS COUNSELED

125 1. NUMBER OF INDIVIDUALS COUNSELED WITHIN 30 DAYS

7 2. NUMBER OF INDIVIDUALS COUNSELED WITHIN 31 TO 90 DAYS

0 3. NUMBER OF INDIVIDUALS COUNSELED BEYOND 90 DAYS

0 4. NUMBER OF INDIVIDUALS COUNSELED DUE TO REMANDS

NON-ADR SETTLEMENTS DURING COUNSELING

B. NON-ADR SETTLEMENTS WITH MONETARY BENEFITS

Number	Amount	Description
0	\$ 0.00	1. COMPENSATORY DAMAGES
0	\$ 0.00	2. BACKPAY/FRONTPAY
0	\$ 0.00	3. LUMP SUM PAYMENT
0	\$ 0.00	4. ATTORNEYS FEES AND COSTS
\$		5.
\$		6.
\$		7.

11 C. NON-ADR SETTLEMENTS WITH NON-MONETARY BENEFITS

PART II FORMAL COMPLAINT ACTIVITIES

91 A. COMPLAINTS ON HAND AT THE BEGINNING OF THE REPORTING PERIOD

58 B. COMPLAINTS FILED

0 C. REMANDS

149 D. TOTAL COMPLAINTS (sum of lines A+B+C)

0 E. COMPLAINTS IN LINE D THAT WERE **NOT** CONSOLIDATED

39 F. COMPLAINTS IN LINE E CLOSED DURING REPORT PERIOD

0 G. COMPLAINTS IN LINE D THAT **WERE** CONSOLIDATED

0 H. COMPLAINTS IN LINE G CLOSED DURING REPORT PERIOD

110 I. COMPLAINTS ON HAND AT THE END OF THE REPORTING PERIOD (Line D - (sum of Lines F+H))

58 J. INDIVIDUALS FILING COMPLAINTS

0 K. NUMBER OF JOINT PROCESSING UNITS FROM CONSOLIDATION OF COMPLAINTS

PART III AGENCY RESOURCES, TRAINING, REPORTING LINE

A. AGENCY RESOURCES

	NUMBER	PERCENT
1. WORK FORCE		
a. TOTAL WORK FORCE	8770	
b. PERMANENT EMPLOYEES	8727	
2. COUNSELOR	69	
a. FULL-TIME	2	2.90
b. PART-TIME	0	0.00
c. COLLATERAL DUTY	67	97.10
3. INVESTIGATOR	0	
a. FULL-TIME	0	0.00
b. PART-TIME	0	0.00
c. COLLATERAL DUTY	0	0.00
4. COUNSELOR/INVESTIGATOR	0	
a. FULL-TIME	0	0.00
b. PART-TIME	0	0.00
c. COLLATERAL DUTY	0	0.00

B. STAFF TRAINING

	COUNSELORS		INVESTIGATORS		COUNS/INVESTIG	
	AGENCY	CONTRACT	AGENCY	CONTRACT	AGENCY	CONTRACT
1. NEW STAFF - TOTAL	5	0	0	0	0	0
a. STAFF RECEIVING REQUIRED 32 OR MORE HOURS	4	0	0	0	0	0
b. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF	0	0	0	0	0	0
c. STAFF RECEIVING NO TRAINING AT ALL	1	0	0	0	0	0
2. EXPERIENCED STAFF - TOTAL	64	0	0	0	0	0
a. STAFF RECEIVING REQUIRED 8 OR MORE HOURS	54	0	0	0	0	0
b. STAFF RECEIVING 32 OR MORE HOURS, GENERALLY GIVEN TO NEW STAFF	0	0	0	0	0	0
c. STAFF RECEIVING NO TRAINING AT ALL	10	0	0	0	0	0

C. REPORTING LINE

1. DOES THE EEO DIRECTOR REPORT TO THE AGENCY HEAD?

	YES	NO
		X

2. IF NO, WHO DOES THE EEO DIRECTOR REPORT TO?

PERSON: Jean Mathis

TITLE: Acting Executive Assistant

PART IV. BASES AND ISSUES ALLEGED IN COMPLAINTS FILED

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE <<NEW>>	TOTAL COMPLAINANTS BY ISSUE <<NEW>>
	RACE				COLOR	RELIGION	REPRISAL	SEX		NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY				
	AMER. INDIAN/ ALASKAN NATIVE	AMER. ASIAN PACIFIC ISLANDER	BLACK	WHITE				MALE	FEMALE	HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL			
A. APPOINTMENT/HIRE	0	0	9	0	0	0	2	1	1	0	0			2	0	6	21	15	15
B. ASSIGNMENT OF DUTIES	0	0	2	0	0	0	1	0	2	0	1			1	0	2	9	4	4
C. AWARDS	0	0	1	0	0	0	3	0	1	0	0			1	0	0	6	3	3
D. CONVERSION TO FULL TIME	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
E. DISCIPLINARY ACTION	0	0	1	0	0	0	1	0	1	0	0			1	0	0	4	1	1
1. DEMOTION	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
2. REPRIMAND	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
3. SUSPENSION	0	0	1	0	0	0	1	0	1	0	0			1	0	0	4	1	1
4. REMOVAL	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
5. Letter of Instruction	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
6. Referred to OPR	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
7. Oral Reprimand	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
F. DUTY HOURS	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
G. EVALUATION/APPRaisal	0	0	5	0	0	0	4	0	1	1	0			4	0	4	19	8	8
H. EXAMINATION/TEST	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
I. HARASSMENT	0	0	6	6	0	0	10	3	21	2	0			7	0	6	61	34	31
1. NON-SEXUAL	0	0	6	6	0	0	10	1	13	2	0			7	0	6	51	24	21
2. SEXUAL							0	2	8								10	10	10
J. MEDICAL EXAMINATION	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
K. PAY INCLUDING OVERTIME	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
L. PROMOTION/NON-SELECTION	0	2	24	5	1	1	29	7	4	16	2			10	0	2	103	46	29
M. REASSIGNMENT	0	3	4	2	0	0	6	0	6	6	1			2	0	3	33	15	14
1. DENIED	0	1	2	1	0	0	4	0	4	2	1			1	0	3	19	5	4
2. DIRECTED	0	2	2	1	0	0	2	0	2	4	0			1	0	0	14	10	10
N. REASONABLE ACCOMMODATION						0	2								0	2	4	2	2
O. REINSTATEMENT	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
P. RETIREMENT	0	0	1	0	0	0	1	1	0	0	0			1	0	0	4	1	1
Q. TERMINATION	0	1	1	0	0	0	3	2	1	1	0			0	0	1	10	4	4
R. TERMS/CONDITIONS OF EMPLOYMENT	0	0	8	5	1	1	10	3	6	3	3			7	0	2	49	27	27
S. TIME AND ATTENDANCE	0	0	2	0	0	0	1	1	5	1	0			2	0	2	14	5	5
T. TRAINING	0	0	1	0	0	0	1	0	0	0	0			0	0	1	3	2	2
U. OTHER (Please specify below)																			
1. OPR Investigation	0	0	0	0	0	0	0	0	0	1	0			0	0	0	1	1	1
2. Erroneous Information	0	0	1	0	0	0	1	0	0	0	0			0	0	0	2	1	1
3. Performance Improvement Plan	0	0	0	0	0	1	0	0	0	0	0			1	0	1	3	1	1
4. SAPP Score	0	0	2	0	0	0	0	1	0	0	0			1	0	0	4	2	2
5. Benefits	0	0	0	0	0	0	0	0	0	1	0			2	0	1	4	2	2
TOTAL ISSUES BY BASES	0	6	68	18	2	3	75	19	49	32	7	0	0	42	0	33			
TOTAL COMPLAINTS FILED BY BASES	0	6	45	13	1	1	66	14	32	30	3	0	0	30	0	24			
TOTAL COMPLAINANTS BY BASES	0	4	41	13	1	1	46	13	30	17	3	0	0	27	0	22			

PART V - SUMMARY OF CLOSURES BY STATUTE

A. STATUTE (IF A SINGLE COMPLAINT HAS MULTIPLE STATUTES RECORD EACH ON THE APPROPRIATE LINE.)

<u>39</u>	1. TITLE VII
<u>9</u>	2. AGE DISRIMINATION IN EMPLOYMENT ACT (ADEA)
<u>5</u>	3. REHABILITATION ACT
<u>0</u>	4. EQUAL PAY ACT (EPA)

B. TOTAL BY STATUTES

53 THIS NUMBER MAY BE LARGER THAN THE TOTAL NUMBER OF COMPLAINTS CLOSED.
(A1+A2+A3+A4)

PART VI SUMMARY OF CLOSURES BY CATEGORY

	TOTAL NUMBER	TOTAL DAYS	AVERAGE DAYS
A. TOTAL NUMBER OF CLOSURES (1+2+3)	39	29560	757.95
1. WITHDRAWALS	4	767	191.75
2. SETTLEMENTS	10	7215	721.50
3. FINAL AGENCY DECISIONS (B+C)	25	21578	863.12
B. FINAL AGENCY DECISIONS <i>WITHOUT</i> AN ADMINISTRATIVE JUDGE DECISION (1+2+3)	22	17911	
1. FINDING DISCRIMINATION	0	0	0.00
2. FINDING NO DISCRIMINATION	18	17469	970.50
3. DISMISSAL OF COMPLAINTS	4	442	110.50
C. FINAL AGENCY ACTIONS <i>WITH</i> AN ADMINISTRATIVE JUDGE (AJ) DECISION (1+2+3)	3	3667	
1. AJ DECISION FULLY IMPLEMENTED (a+b)	3	3667	
(a) FINDING DISCRIMINATION	0	0	0.00
(b) FINDING NO DISCRIMINATION	3	3667	1222.33
2. AJ DECISION NOT FULLY IMPLEMENTED (a+b)	0	0	
(a) FINDING DISCRIMINATION (i+ii+iii)	0	0	0.00
i. AGENCY APPEALED FINDING BUT NOT REMEDY	0	0	0.00
ii. AGENCY APPEALED REMEDY BUT NOT FINDING	0	0	0.00
iii. AGENCY APPEALED BOTH FINDING AND REMEDY	0	0	0.00
(b) FINDING NO DISCRIMINATION	0	0	0.00
3. DISMISSAL OF COMPLAINTS	0	0	0.00

**PART VII SUMMARY OF COMPLAINTS CLOSED WITH CORRECTIVE ACTION
DURING FORMAL COMPLAINT STAGE**

	NUMBER	AMOUNT
A. TOTAL COMPLAINTS CLOSED WITH CORRECTIVE ACTION	10	
B. CLOSURES WITH MONETARY BENEFITS	8	\$ 58761.00
1. BACK PAY/FRONT PAY	2	\$ 44462.00
2. LUMP SUM PAYMENT	6	\$ 14299.00
C. CLOSURES WITH NON-MONETARY BENEFITS	5	
D. CLOSURES WITH COMPENSATORY DAMAGES	0	\$ 0.00
E. CLOSURES WITH ATTORNEY'S FEES AND COSTS	6	\$ 97108.00
F. TYPES OF CORRECTIVE ACTION	NUMBER WITH	NUMBER WITH
	MONETARY BENEFITS	NON-MONETARY BENEFITS
1. HIRE	2	0
a. RETROACTIVE	2	0
b. NON-RETROACTIVE	0	0
2. PROMOTION	4	0
a. RETROACTIVE	4	0
b. NON-RETROACTIVE	0	0
3. DISCIPLINARY ACTION	0	0
a. RESCINDED	0	0
b. MODIFIED	0	0
4. REINSTATEMENT	0	3
5. REASSIGNMENT	3	1
6. PERFORMANCE EVALUATION MODIFIED	0	0
7. PERSONNEL FILE PURGED OF ADVERSE MATERIAL	0	0
8. ACCOMMODATION	1	0
9. TRAINING/TUITION/ETC.	0	1
10. LEAVE RESTORED	0	0
11. Inspection Report Not Used	0	1
12. Post a Notice	0	0
13. Performance Award	0	0

PART VIII SUMMARY OF PENDING COMPLAINTS BY CATEGORY

	NUMBER PENDING	NUMBER OF DAYS	AVERAGE DAYS	NUMBER OF DAYS PENDING FOR OLDEST CASE
A. TOTAL COMPLAINTS PENDING (SAME AS PART II Line I) (1+2+3+4)	110	60451		
1. COMPLAINTS PENDING WRITTEN NOTIFICATION	9	865	96.11	349
2. COMPLAINTS PENDING IN INVESTIGATION	33	7252	219.76	1063
3. COMPLAINTS PENDING IN HEARINGS	49	38896	793.80	1799
4. COMPLAINTS PENDING A FINAL AGENCY DECISION	19	13438	707.26	1875

PART IX SUMMARY OF INVESTIGATIONS COMPLETED

	TOTAL	TOTAL DAYS	AVERAGE DAYS
A. INVESTIGATIONS COMPLETED DURING REPORTING PERIOD (1+3)	30	7609	
1. INVESTIGATIONS COMPLETED BY AGENCY PERSONNEL (a+b+c)	0	0	0.00
a. INVESTIGATIONS COMPLETED IN 180 DAYS OR LESS	0	0	0.00
b. INVESTIGATIONS COMPLETED IN 181 - 360 DAYS	0	0	0.00
c. INVESTIGATIONS COMPLETED IN 361 OR MORE DAYS	0	0	0.00
2. COST OF AGENCY INVESTIGATIONS	\$ 0.00		
3. INVESTIGATIONS COMPLETED BY CONTRACTORS (a+b+c)	30	7609	253.63
a. INVESTIGATIONS COMPLETED IN 180 DAYS OR LESS	9	1482	164.67
b. INVESTIGATIONS COMPLETED IN 181 - 360 DAYS	15	3473	231.53
c. INVESTIGATIONS COMPLETED IN 361 OR MORE DAYS	6	2654	442.33
4. COST OF CONTRACTOR INVESTIGATIONS	\$ 107247.72		

PART X SUMMARY OF ADR PROGRAM ACTIVITIES

INFORMAL PHASE (PRE-COMPLAINT)

	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
A. ADR PENDING FROM PREVIOUS REPORTING PERIOD	0	0		
B. INDIVIDUALS COUNSELED THROUGH ADR	0	0		
C. ADR ACTIONS FOR CURRENT REPORTING PERIOD				
1. ADR OFFERED	132	132		
2. REJECTED BY COMPLAINANT	131	131		
3. REJECTED BY AGENCY	0	0		
4. TOTAL ACCEPTED INTO ADR	1	1		
D. RESOURCES USED (1+2+3+4+5+6+7)	1	1		
1. INHOUSE	1	1		
2. ANOTHER FEDERAL AGENCY	0	0		
3. PRIVATE ORGANIZATIONS, CONTRACTORS, BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS OR COLLEGE/UNIVERSITY PERSONNEL	0	0		
4. MULTIPLE RESOURCES USED (Please specify)	0	0		
5.				
6.				
7.				
E. ADR ATTEMPTS (1+2+3+4+5+6+7+8+9+10+11+12)	1	1	22	22.00
1. MEDIATION	1	1	22	22.00
2. SETTLEMENT CONFERENCES	0	0	0	0.00
3. EARLY NEUTRAL EVALUATIONS	0	0	0	0.00
4. FACTFINDING	0	0	0	0.00
5. FACILITATION	0	0	0	0.00
6. OMBUDSMAN	0	0	0	0.00
7. MINI-TRIALS	0	0	0	0.00
8. PEER REVIEW	0	0	0	0.00
9. MULTIPLE TECHNIQUES USED (Please specify)	0	0	0	0.00
10.				
11.				
12.				
F. STATUS OF CASES	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
1. TOTAL CLOSED (a+b+c+d+e+f)	1	1	22	22.00
a. SETTLEMENTS WITH BENEFITS (Monetary and Non-monetary)	1	1	22	22.00
b. NO FORMAL COMPLAINT FILED	0	0	0	0.00
c. NO RESOLUTION	0	0	0	0.00
d. Withdrawal	0	0	0	0.00
e.				
f.				
2. OPEN INVENTORY - ADR PENDING	0	0	0	0.00
G. BENEFITS RECEIVED	COMPLAINTS	COMPLAINANTS	AMOUNT	
1. MONETARY (INSERT TOTAL)	0	0	\$ 0.00	
a. COMPENSATORY DAMAGES	0	0	\$ 0.00	
b. BACKPAY/FRONTPAY	0	0	\$ 0.00	
c. LUMP SUM	0	0	\$ 0.00	
d. ATTORNEY'S FEES AND COSTS	0	0	\$ 0.00	
e. Special Act Award	0	0	\$ 0.00	
f.			\$	
g.			\$	
2. NON-MONETARY (INSERT TOTAL)	1	1		
a. NEW HIRES	0	0		
b. PROMOTIONS	0	0		
c. REINSTATEMENTS	0	0		
d. EXPUNGEMENTS	0	0		
e. TRANSFERS	0	0		
f. REMOVALS RESCINDED AND VOLUNTARY RESIGNATIONS	0	0		
g. REASONABLE ACCOMMODATIONS	0	0		
h. TRAINING	0	0		
i. APOLOGY	0	0		
j. Leave	1	1		
k. Better Communication Methods	0	0		
l. Rating/Disciplinary Action Change				

PART XI SUMMARY OF ADR PROGRAM ACTIVITIES

FORMAL PHASE

	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
A. ADR PENDING FROM PREVIOUS REPORTING PERIOD	0	0		
B. ADR ACTIONS FOR CURRENT REPORTING PERIOD				
1. ADR OFFERED	2	2		
2. REJECTED BY COMPLAINANT	0	0		
3. REJECTED BY AGENCY	0	0		
4. TOTAL ACCEPTED INTO ADR	2	2		
C. RESOURCES USED (1+2+3+4+5+6+7)	2	2		
1. INHOUSE	2	2		
2. ANOTHER FEDERAL AGENCY	0	0		
3. PRIVATE ORGANIZATIONS, CONTRACTORS, BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS OR COLLEGE/UNIVERSITY PERSONNEL	0	0		
4. MULTIPLE RESOURCES USED (Please specify)	0	0		
5.				
6.				
7.				
D. ADR ATTEMPTS (1+2+3+4+5+6+7+8+9+10+11+12)	2	2	35	17.50
1. MEDIATION	2	2	35	17.50
2. SETTLEMENT CONFERENCES	0	0	0	0.00
3. EARLY NEUTRAL EVALUATIONS	0	0	0	0.00
4. FACTFINDING	0	0	0	0.00
5. FACILITATION	0	0	0	0.00
6. OMBUDSMAN	0	0	0	0.00
7. MINI-TRIALS	0	0	0	0.00
8. PEER REVIEW	0	0	0	0.00
9. MULTIPLE TECHNIQUES USED (Please specify)	0	0	0	0.00
10.				
11.				
12.				
E. STATUS OF CASES	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
1. TOTAL CLOSED (a+b+c+d+e+f)	2	2	35	17.50
a. SETTLEMENTS WITH BENEFITS (Monetary and Non-monetary)	0	0	0	0.00
b. WITHDRAWAL FROM EEO PROCESS	0	0	0	0.00
c. NO RESOLUTION	2	2	35	17.50
d.				
e.				
f.				
2. OPEN INVENTORY - ADR PENDING	0	0	0	0.00
F. BENEFITS RECEIVED	COMPLAINTS	COMPLAINANTS	AMOUNT	
1. MONETARY (INSERT TOTAL)	0	0	\$ 0.00	
a. COMPENSATORY DAMAGES	0	0	\$ 0.00	
b. BACKPAY/FRONTPAY	0	0	\$ 0.00	
c. LUMP SUM	0	0	\$ 0.00	
d. ATTORNEY'S FEES AND COSTS	0	0	\$ 0.00	
e. QSI	0	0	\$ 0.00	
f.			\$	
g.			\$	
2. NON-MONETARY (INSERT TOTAL)	0	0		
a. NEW HIRES	0	0		
b. PROMOTIONS	0	0		
c. REINSTATEMENTS	0	0		
d. EXPUNGEMENTS	0	0		
e. TRANSFERS	0	0		
f. REMOVALS RESCINDED AND VOLUNTARY RESIGNATIONS	0	0		
g. REASONABLE ACCOMMODATIONS	0	0		
h. TRAINING	0	0		
i. APOLOGY	0	0		
j. Reassignment	0	0		
k. Performance Rating	0	0		
l.				

PART XII SUMMARY OF ADR PROGRAM ACTIVITIES

TRAINING AND RESOURCES

		NUMBER	TRAINED
A. BASIC ADR ORIENTATION TRAINING			
1.	MANAGERS	1601	298
2.	EMPLOYEES	7169	134
		NUMBER	
B. EMPLOYEES THAT CAN PARTICIPATE IN ADR		8770	
		NUMBER	
C. IN HOUSE STAFF RESOURCES AVAILABLE FOR ADR		36	
1.	FULL TIME	0	
2.	PART TIME	0	
3.	COLLATERAL DUTY	36	
		AMOUNT	
D. ADR FUNDING SPENT		\$ 123688.33	

CERTIFICATION AND CONTACT INFORMATION

I certify that the EEO complaint data contained on this report, EEOC Form 462, Annual Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints, for the reporting period October 1, 2001 through September 30, 2002 are accurate and complete.

TYPED NAME AND TITLE OF CERTIFYING OFFICIAL:

SIGNATURE OF CERTIFYING OFFICIAL:

TYPED NAME AND TITLE OF PREPARER: Leonardine Coffman, Ms.

SIGNATURE OF PREPARER:

DATE: 11/8/2002

TELEPHONE NUMBER: 202-307-3626

E-MAIL: Sylvia.Price2@usdoj.gov

This report is due to the following address on or before October 31st:

*U.S. Equal Employment Opportunity Commission
 Office of Federal Operations
 Federal Sector Programs
 1801 L Street, NW
 Washington, DC 20507*

Appendix A - Comments

- Part 1
More individuals sought EEO counseling this year than last year.
- Part 2
More complaints were filed this year than last year.
- Part 6
There were less final agency decisions rendered this year with an AJ decision than last year.
There were less final agency decisions rendered this year than last year.
- Part 7
There were more complaints closed with corrective action this year than last year.
There were no complaints closed with compensatory damages awarded this year.
There were more closures with non-monetary benefits this year than last year.
- Part 8
Complaints pending written notification were less this year than last year.
Complaints pending in investigation this year were more than last year.

Average days this year were more than last year due to more complaints filed.
- Part 9
Investigations completed by contractors were more this year than last year.
The cost of contractor investigations were more this year than last year due to more investigations completed.
Average days were longer due to more investigations being completed.
- Part 10
Average days this year were less than last year.
ADR complaint attempts this year were less than last year.
Complainants attempting ADR this year were less this year than last year.
Only one complaint was resolved with non-monetary benefits this year.
Only one complainant resolved issues with non-monetary benefits this year.
Only one complaint this year, and it was settled.
Only one complainant this year, and complaint was settled.
There were no average days for no resolution, because the one complaint was settled.
- Part 11
ADR attempts this year were less than last year.
ADR attempts this year were less than last year.
Total formal complaints resolved through ADR were less this year than last year.
Total formal complainants were less this year than last year.
Average days were less this year than last year due to less ADR cases.
Total settlements through ADR were less this year than last year.
Total complainants were less this year than last year.
Less complaints were resolved this year than last year.
There were less complainants resolving complaints this year than last year.

This year there were no complaints resolved having monetary benefits.
This year there were no complainants receiving monetary benefits through ADR.