

Complaints received about our service – yearly totals

	Not Upheld	Upheld / Partly Upheld	No Finding / Withdrawn / Discontinued	Withdrawn	Total
2003-04	8	3	2	0	13
2004-05	7	2	1	1	11
2005-06	17	10	0	0	27
2006-07	17	22	0	0	39
2007-08	19	18	6	2	45
2008-09	6	8	0	0	14
2009-10	12	20	0	2	32