

**Complaints received about our service – yearly totals**

	<b>Not Upheld</b>	<b>Upheld / Partly Upheld</b>	<b>No Finding / Withdrawn / Discontinued</b>	<b>Withdrawn</b>	<b>Total</b>
<b>2003-04</b>	8	3	2	0	<b>13</b>
<b>2004-05</b>	7	2	1	1	<b>11</b>
<b>2005-06</b>	17	10	0	0	<b>27</b>
<b>2006-07</b>	17	22	0	0	<b>39</b>
<b>2007-08</b>	19	18	6	2	<b>45</b>
<b>2008-09</b>	6	8	0	0	<b>14</b>
<b>2009-10</b>	12	20	0	2	<b>32</b>
<b>2010-11</b>	9	6	1	0	<b>16</b>