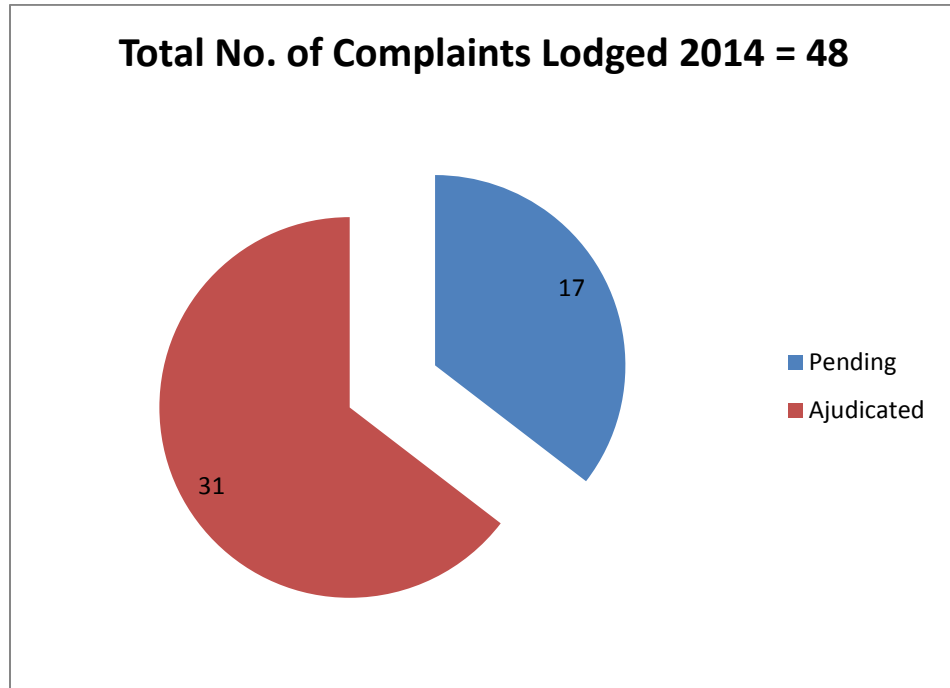
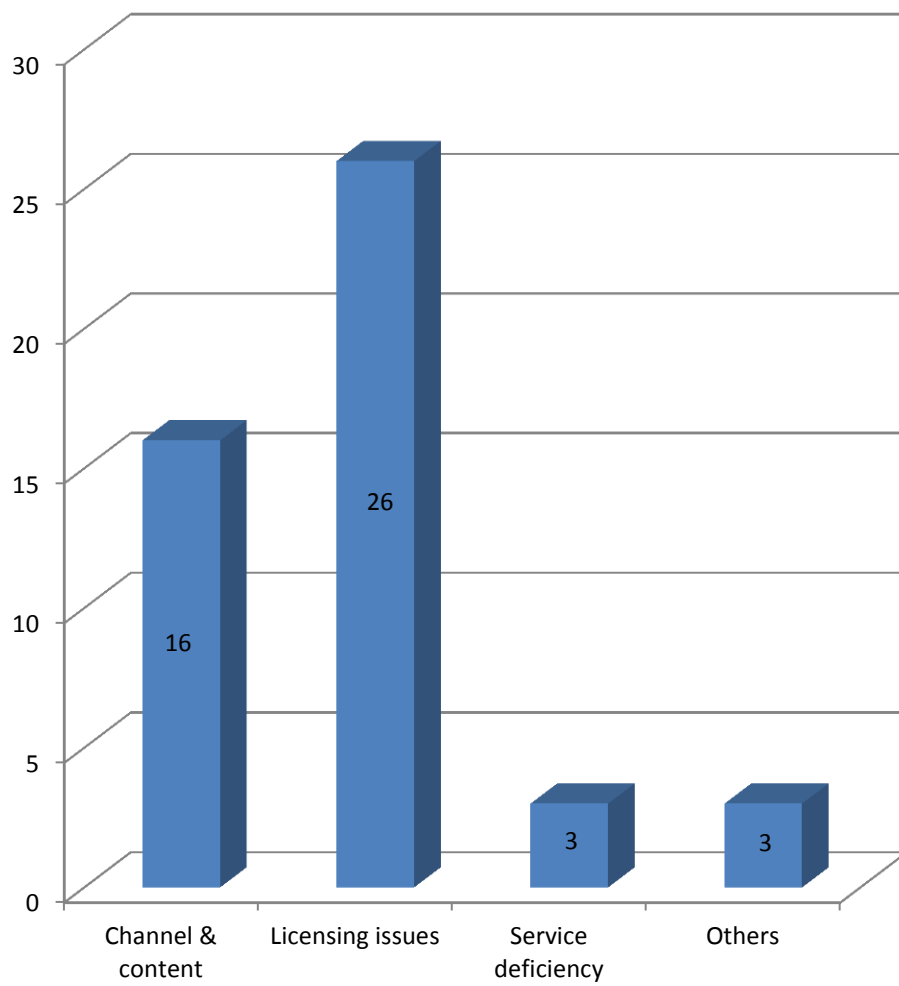


## Complaints Statistics 2014



## Types of Complaints Lodged 2014



## Complaints Categories 2014

