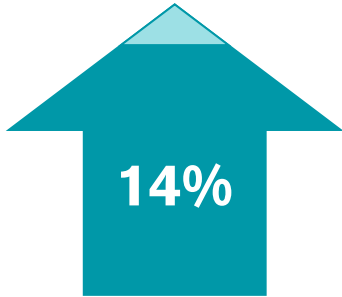


The Year at a Glance



COMPLAINTS
RECEIVED **UP BY**
14%



4040
COMPLAINTS
RESOLVED



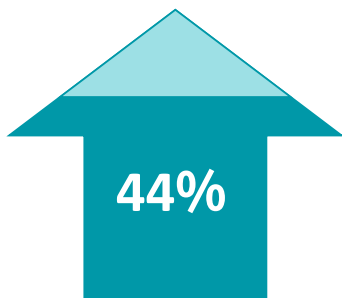
89
INVESTIGATIONS
COMPLETED



48
ICAC REFERRALS
COMPLETED



94%
RECOMMENDATIONS
ACCEPTED



FOI EXTERNAL REVIEWS
RECEIVED **UP BY**
44%



186
FOI EXTERNAL
REVIEWS **COMPLETED**