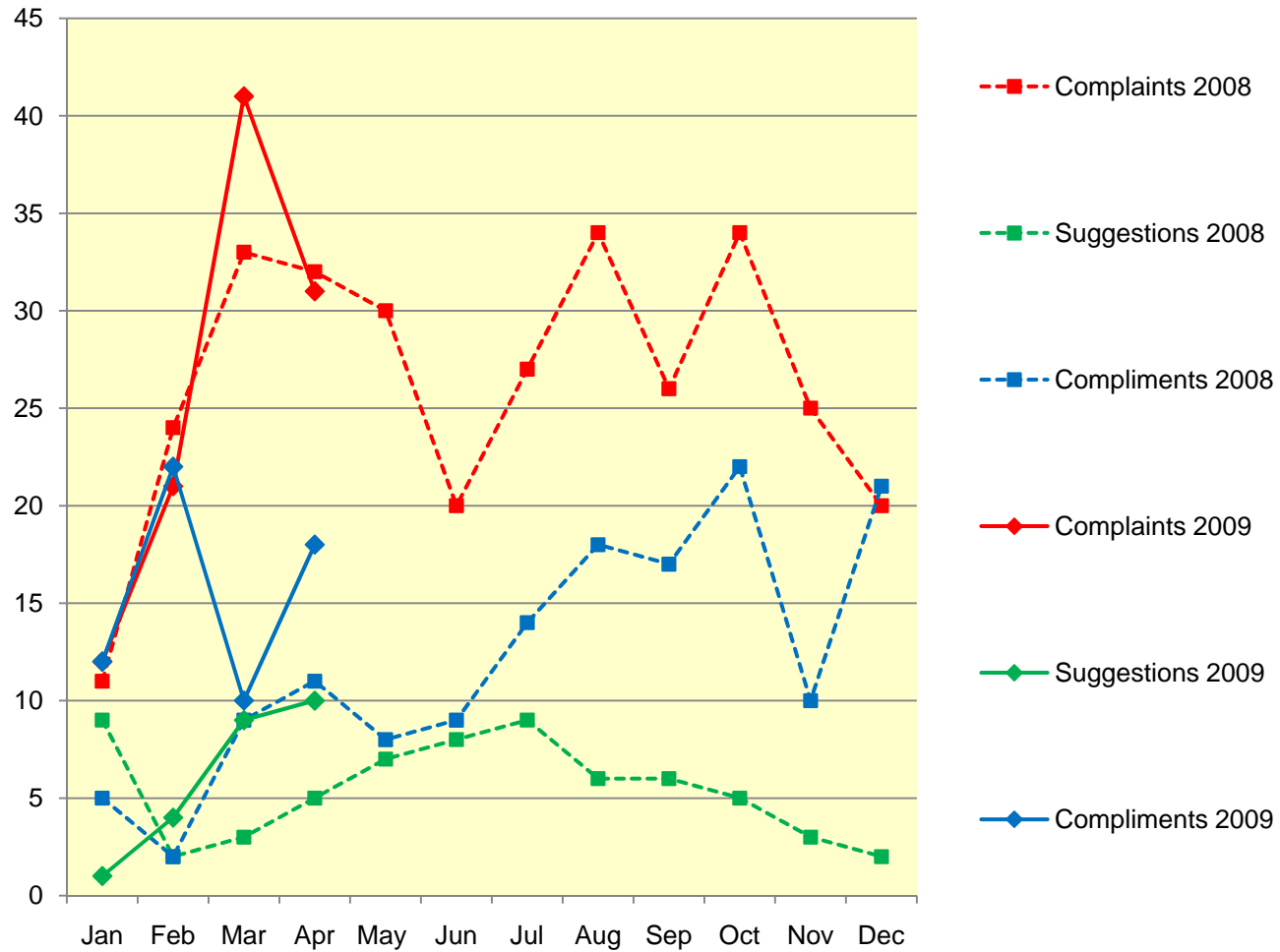




### Complaints, compliments and suggestions received 2008 / 2009





### Complaints received (by category) 2008 / 2009 - number and percentage

