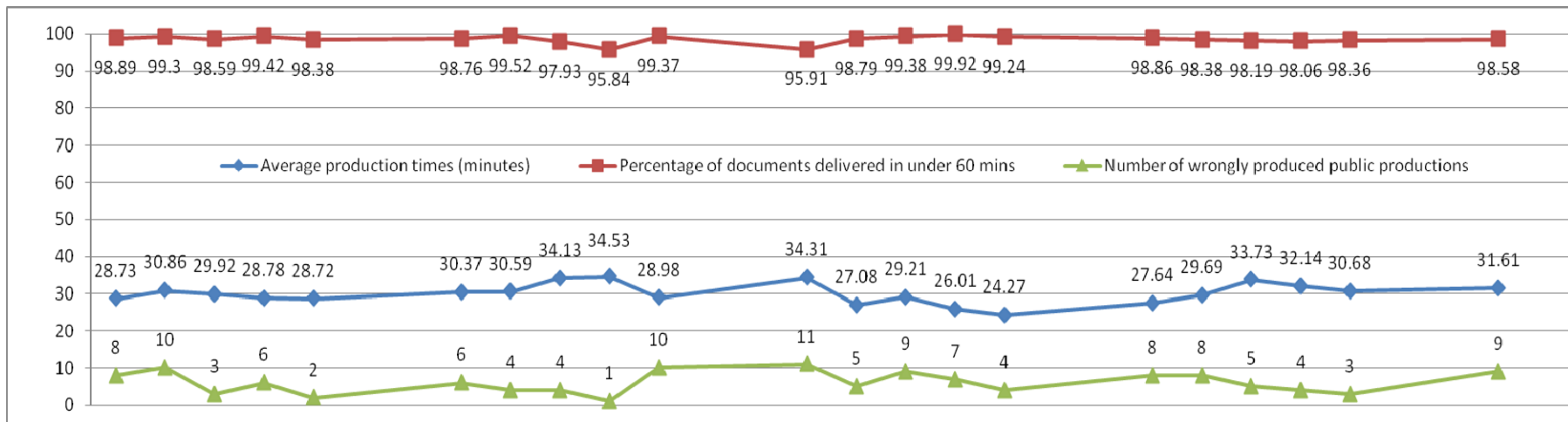
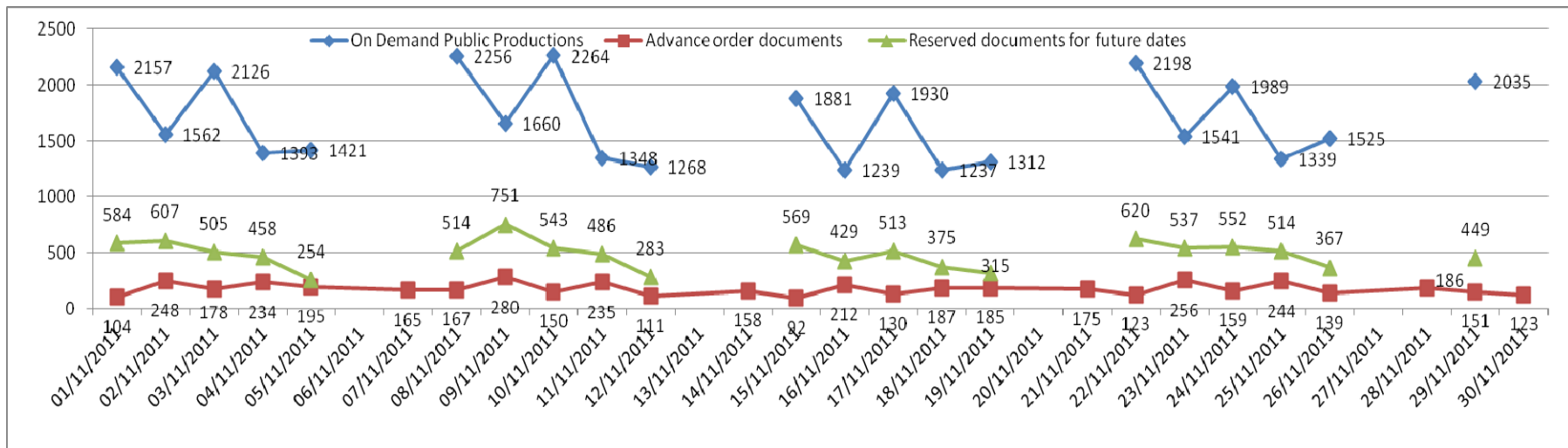


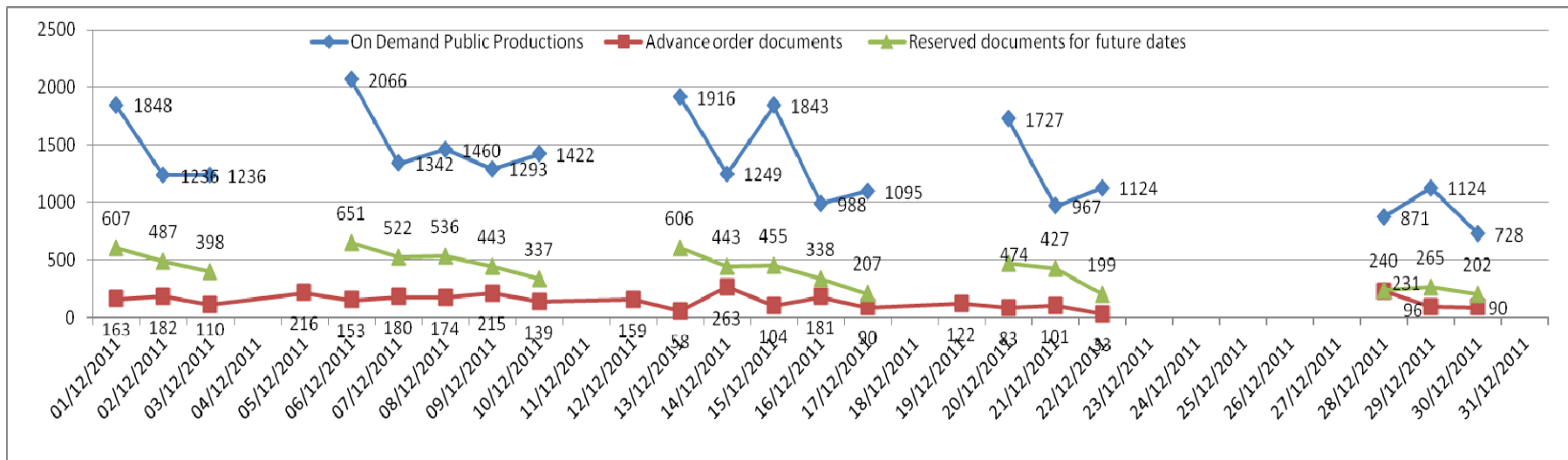
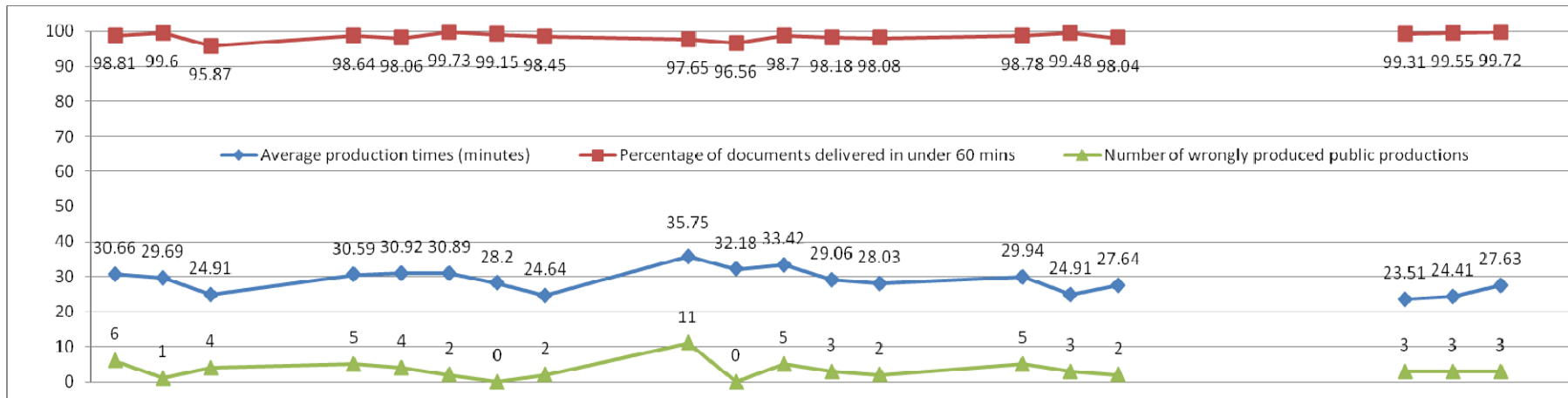
Document production statistics, November 2011



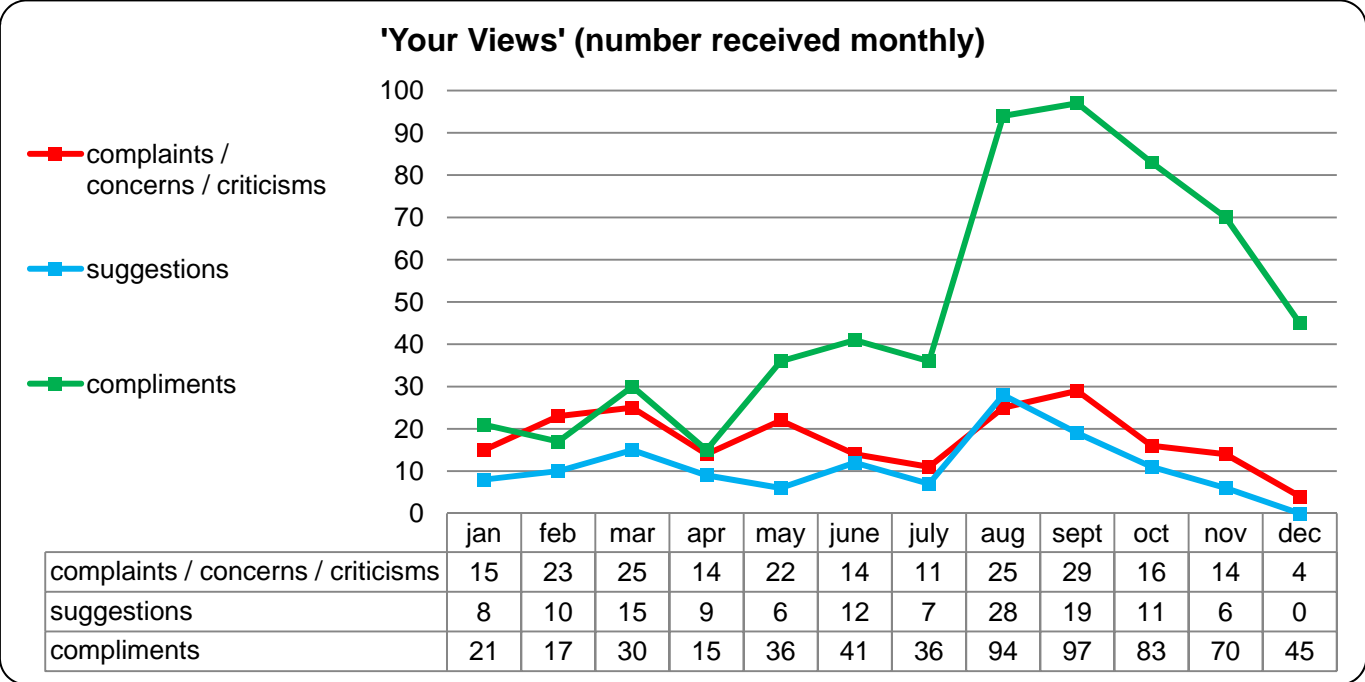
No productions on 30/11/2011 due to office closure



Document production statistics, December 2011



Complaints, suggestions and compliments received



Complaints / concerns / criticisms received (by category) 2010/11 - 2011/12

