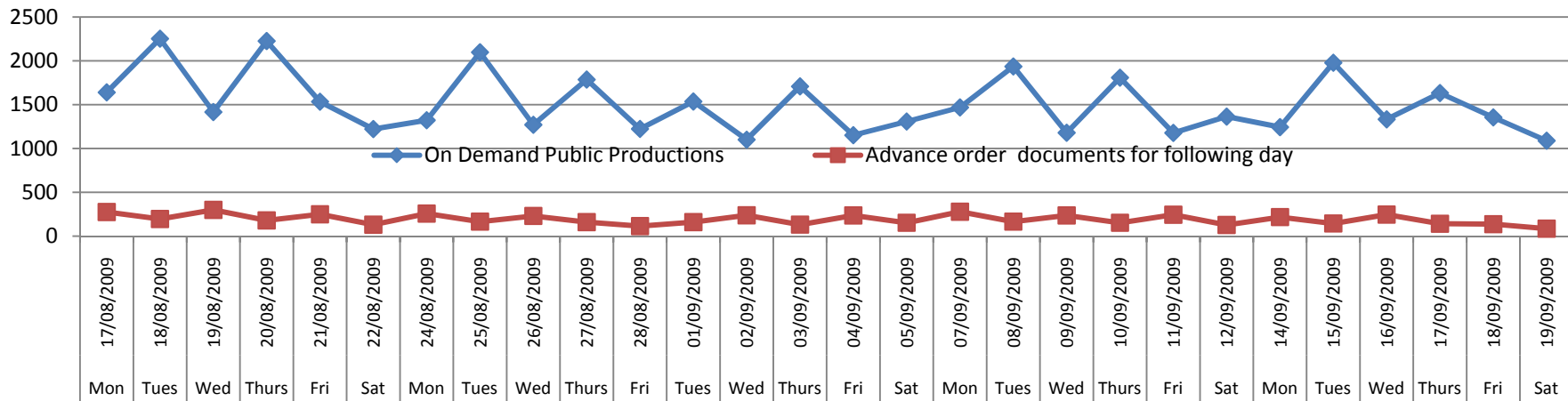
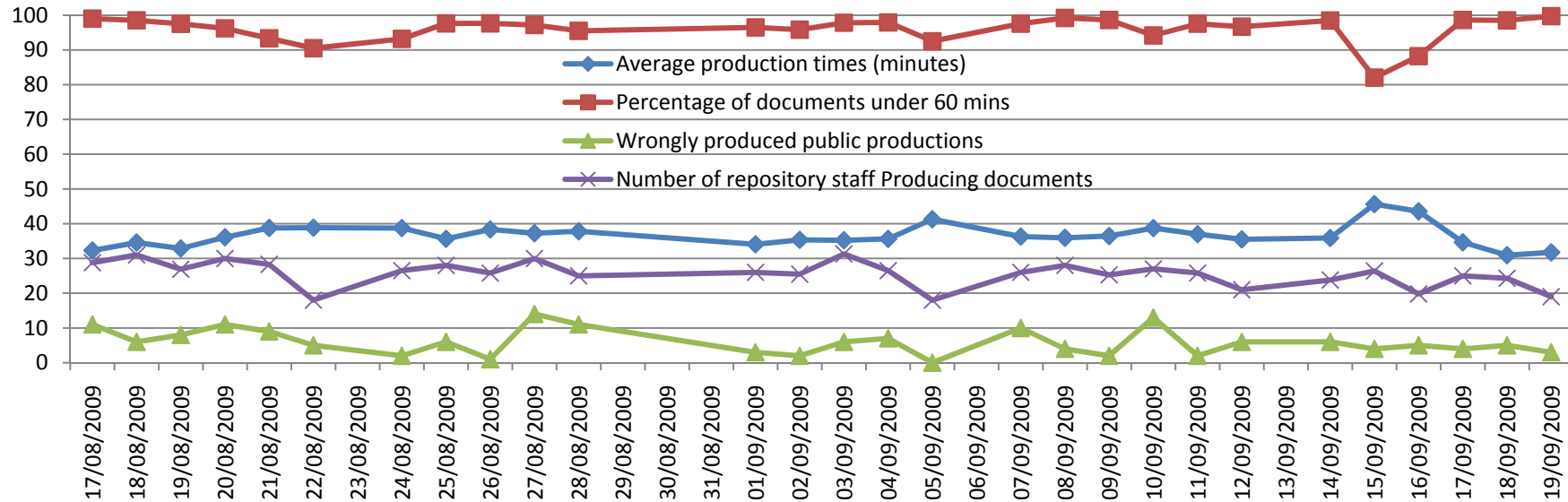


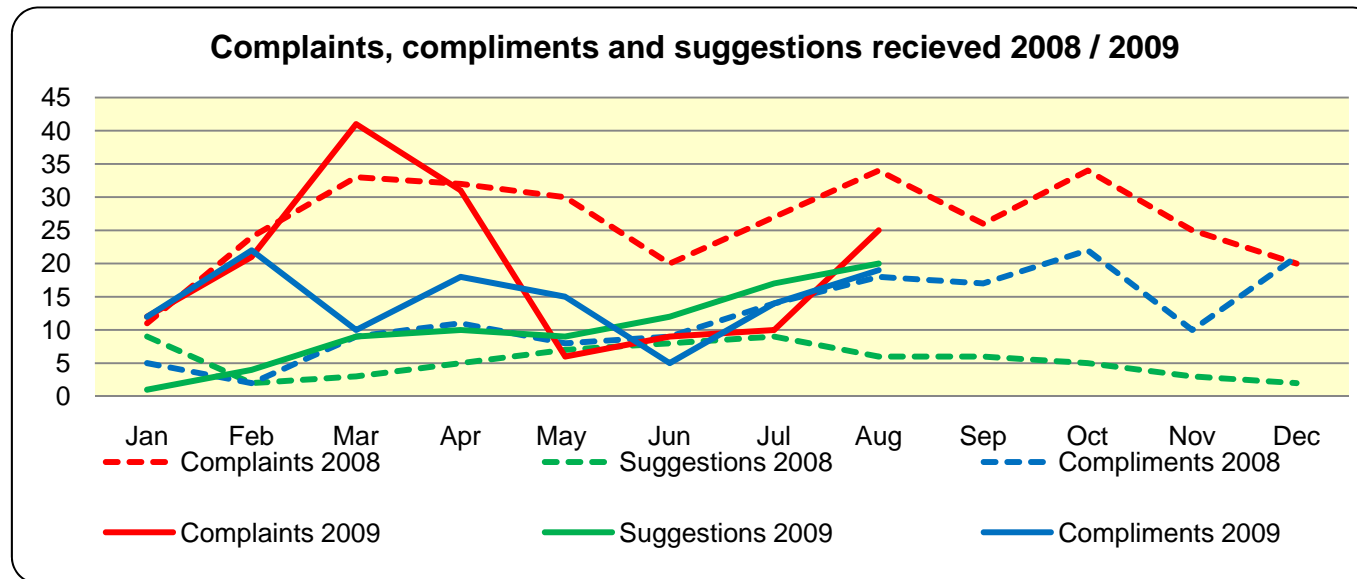


## Document production statistics August / September 2009





## Complaints, compliments and suggestions 2008 / 2009



	jan	feb	march	april	may	june	july	aug	sept	oct	nov	dec	total
<b>Complaints / Concerns / Criticisms 2009</b>	12	21	41	31	6	9	10	25					155
<b>Suggestions 2009</b>	1	4	9	10	9	12	17	20					82
<b>Compliments 2009</b>	12	22	10	18	15	5	14	19					115
<b>Total</b>	<b>25</b>	<b>47</b>	<b>60</b>	<b>59</b>	<b>30</b>	<b>26</b>	<b>41</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>352</b>



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

