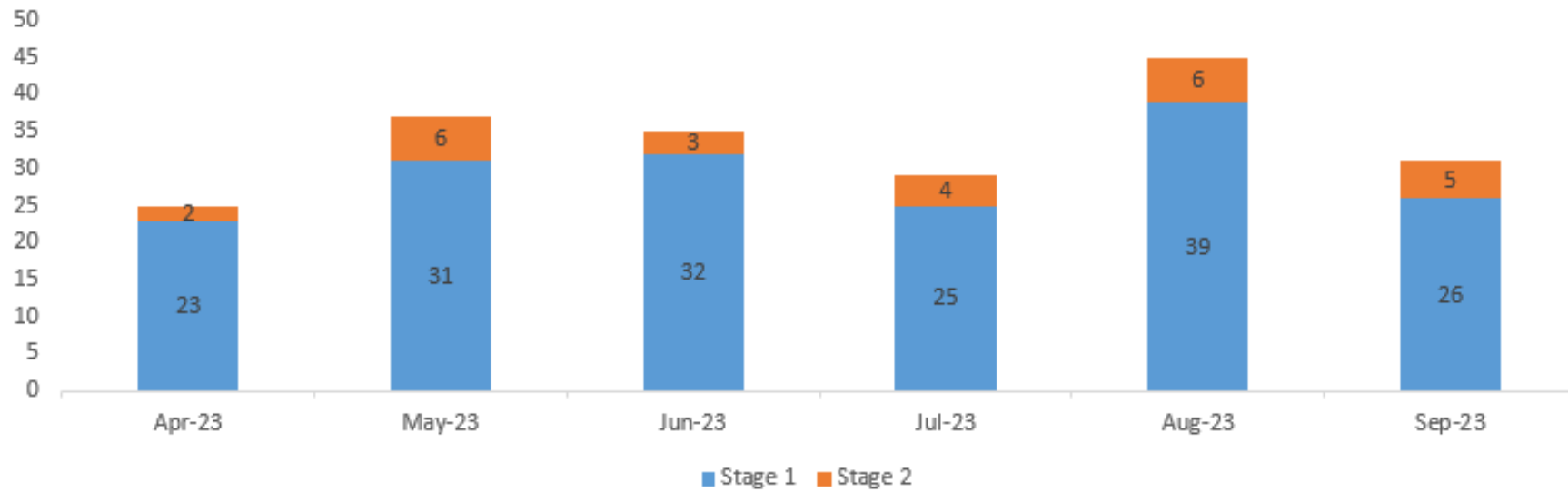
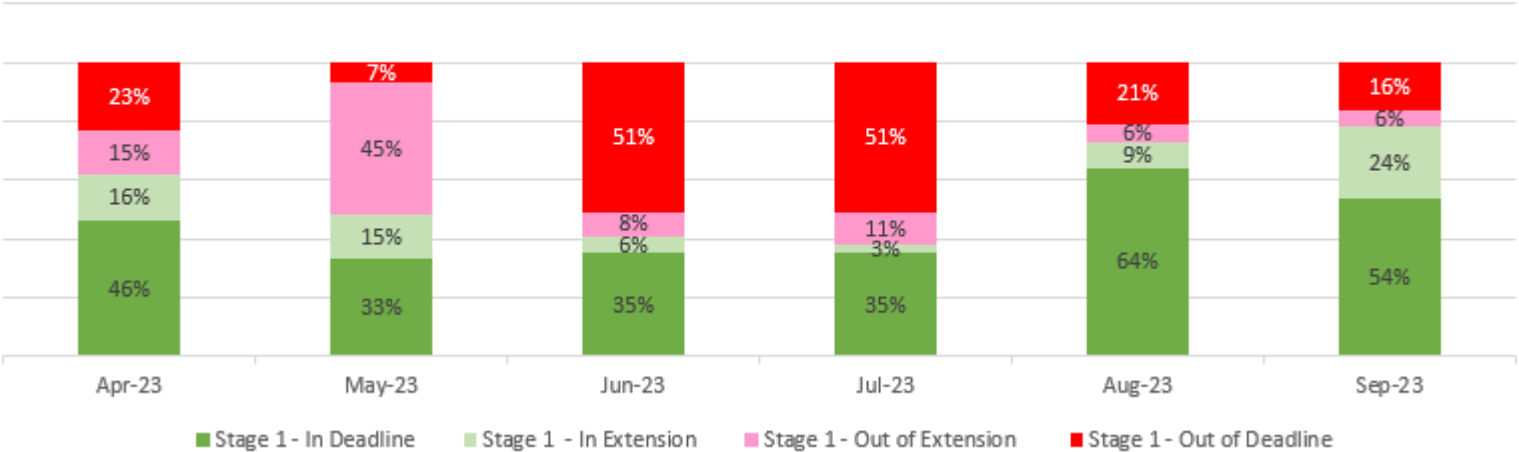


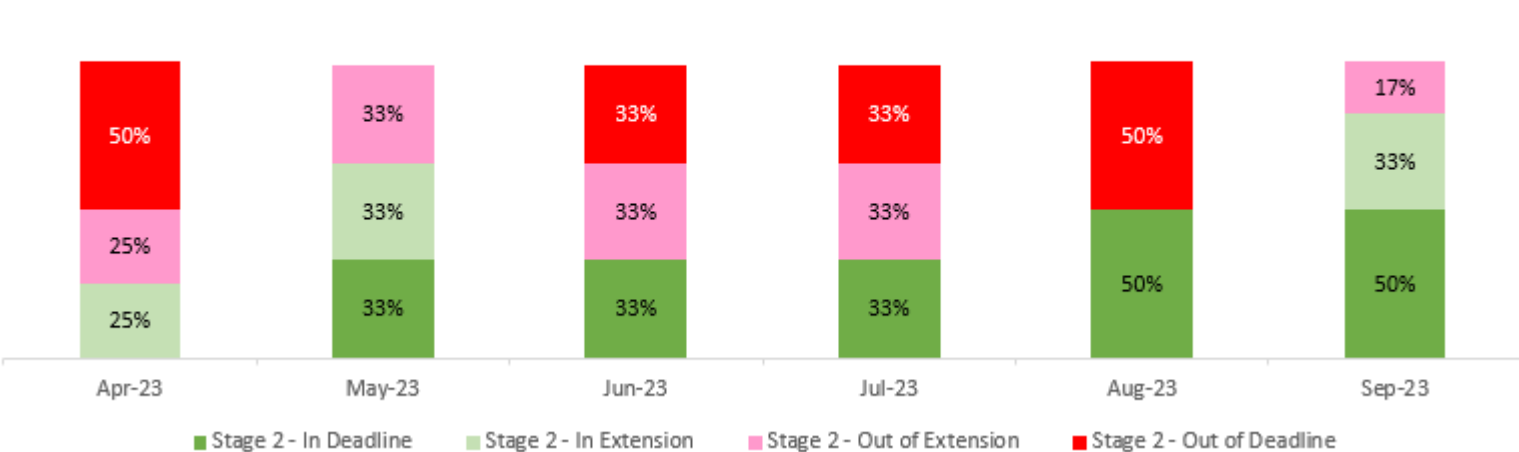
### Complaints Received by Month



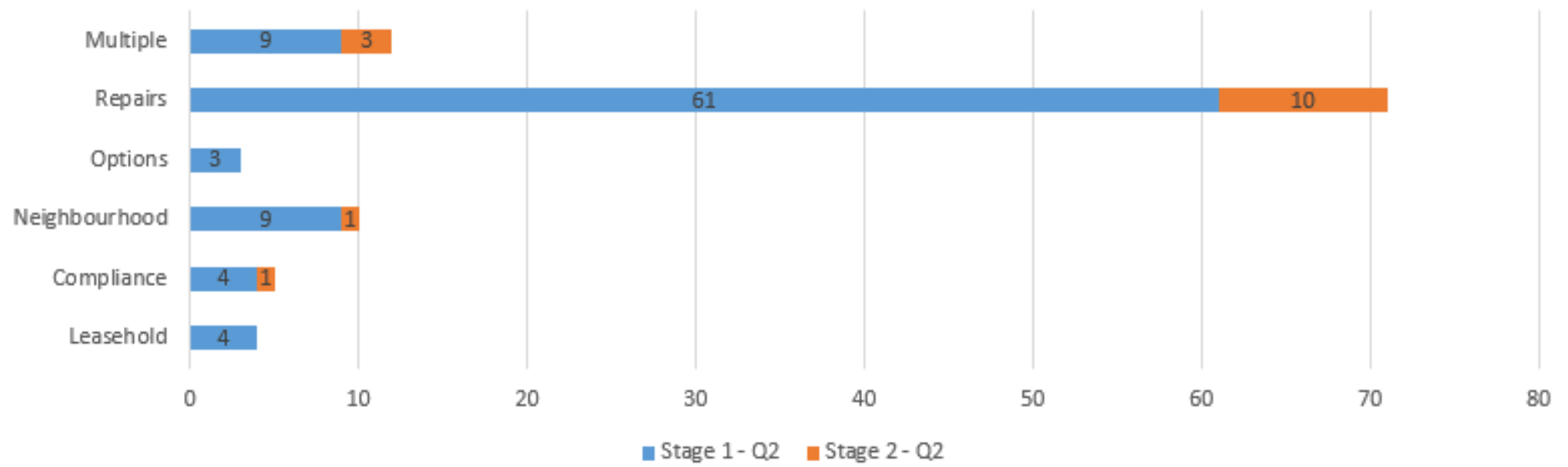
Stage 1 Response Times - %



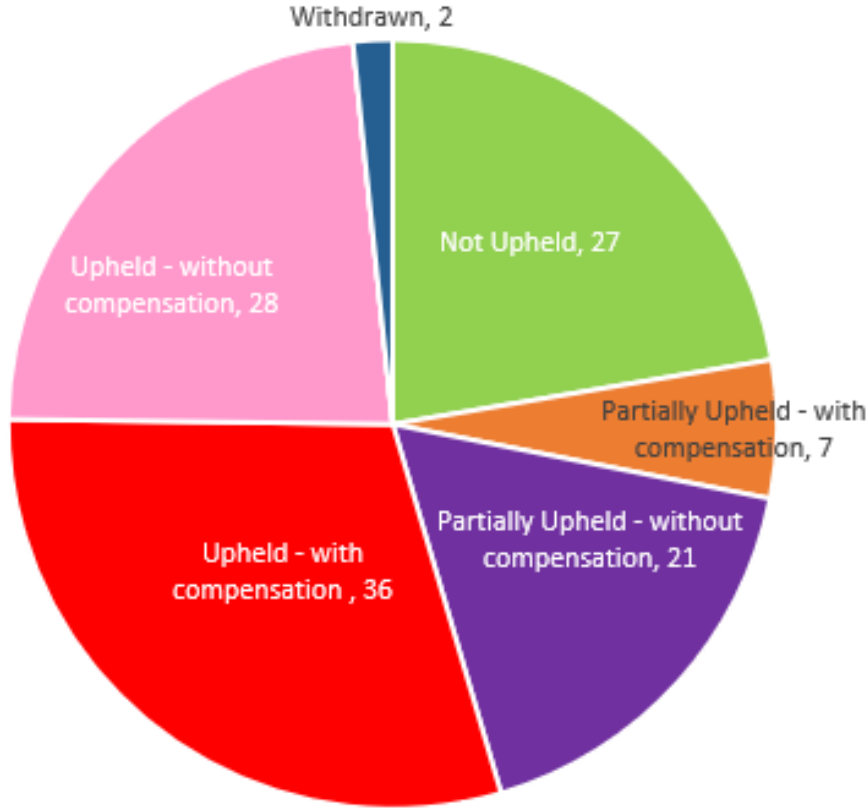
Stage 2 Response Times - %



### Q2 Stage 1 & 2 Complaints Received, by Team



# Q2 Complaint Decisions



## Q2 - Root Causes of Complaints

