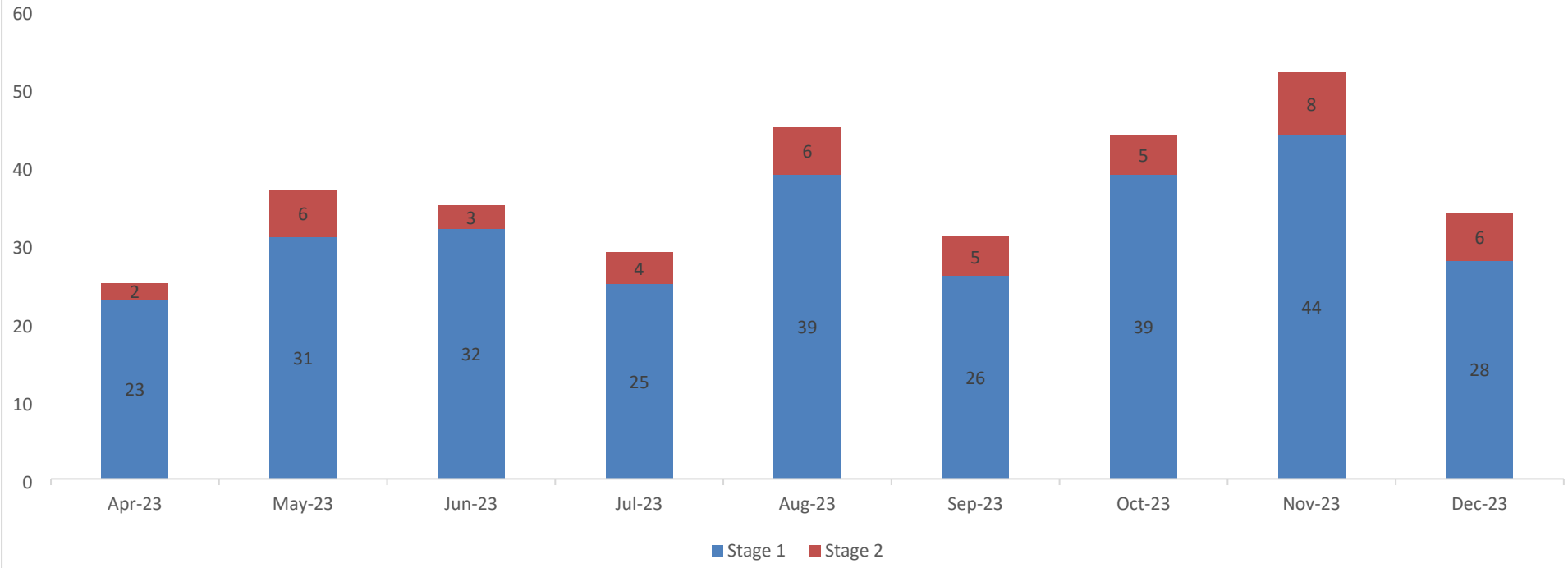
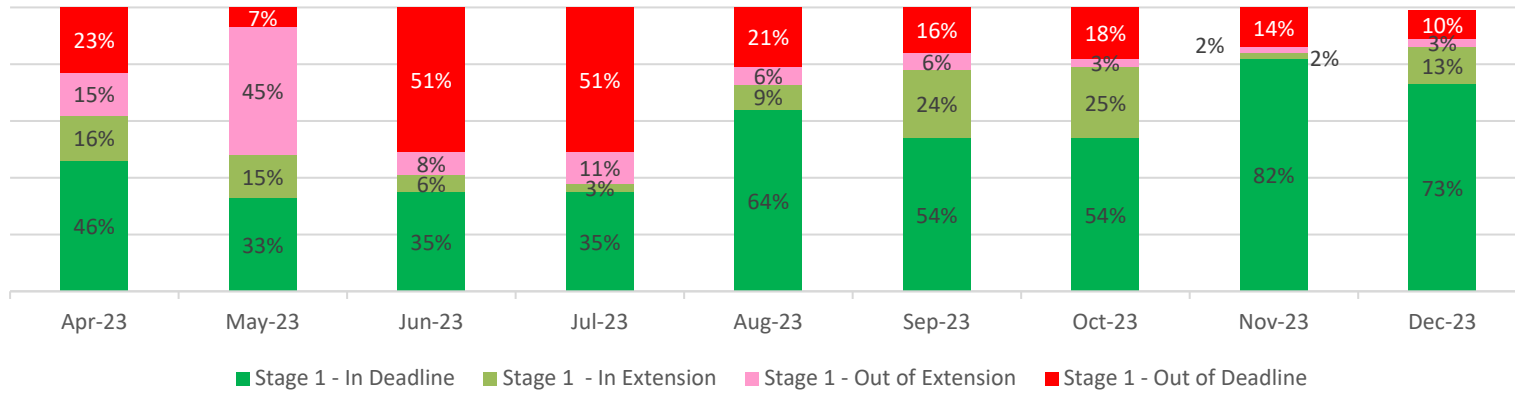


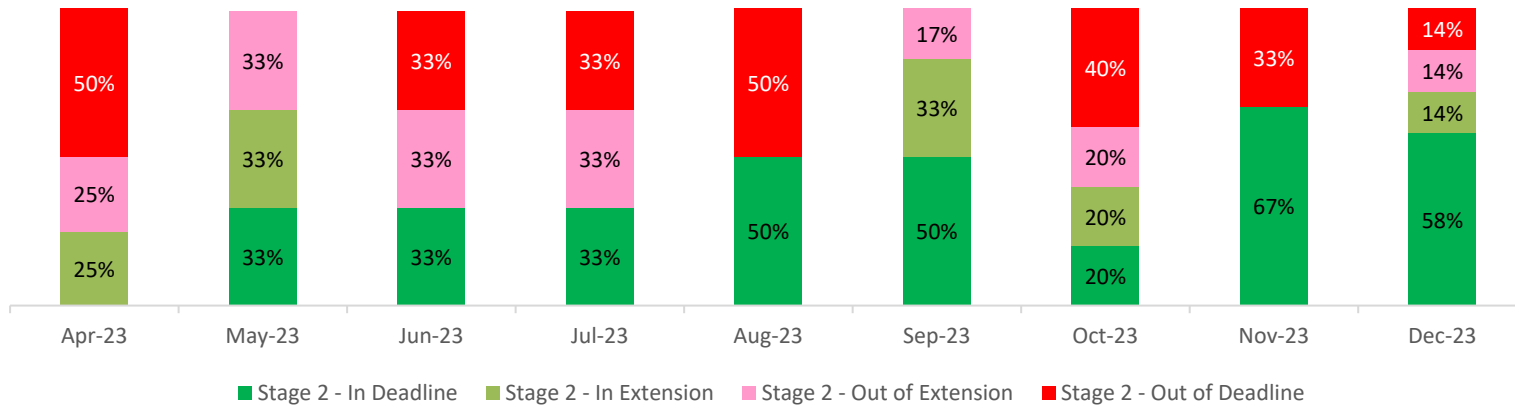
### Complaints Received by Month



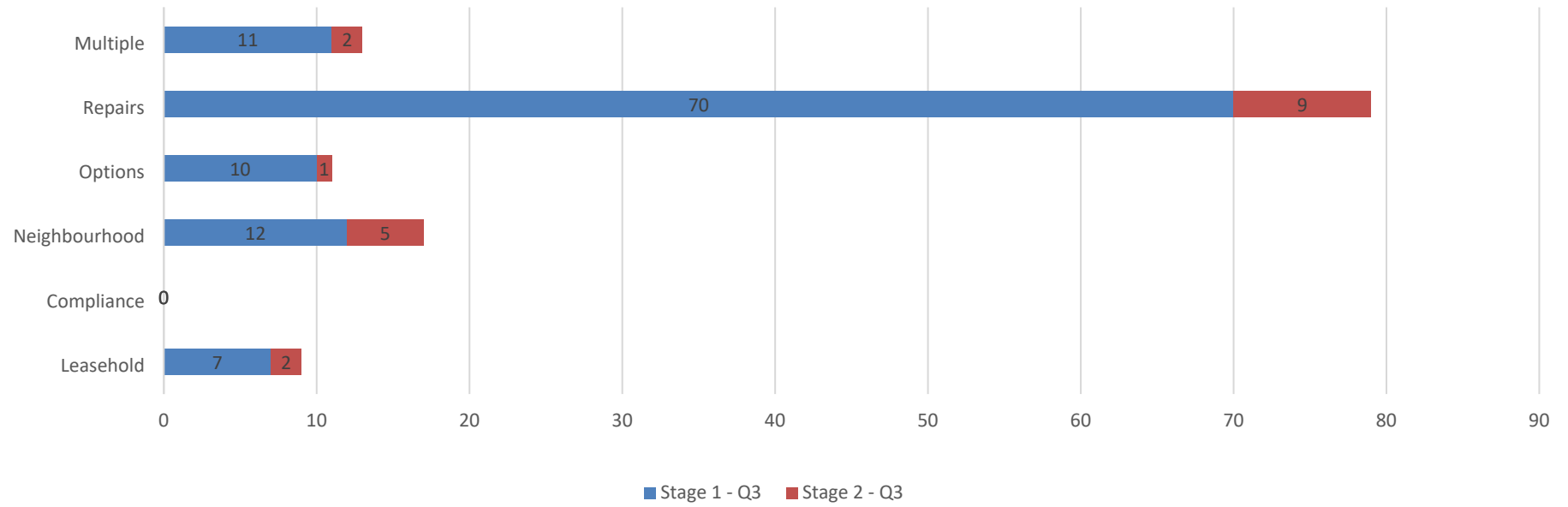
### Stage 1 Response Times - %



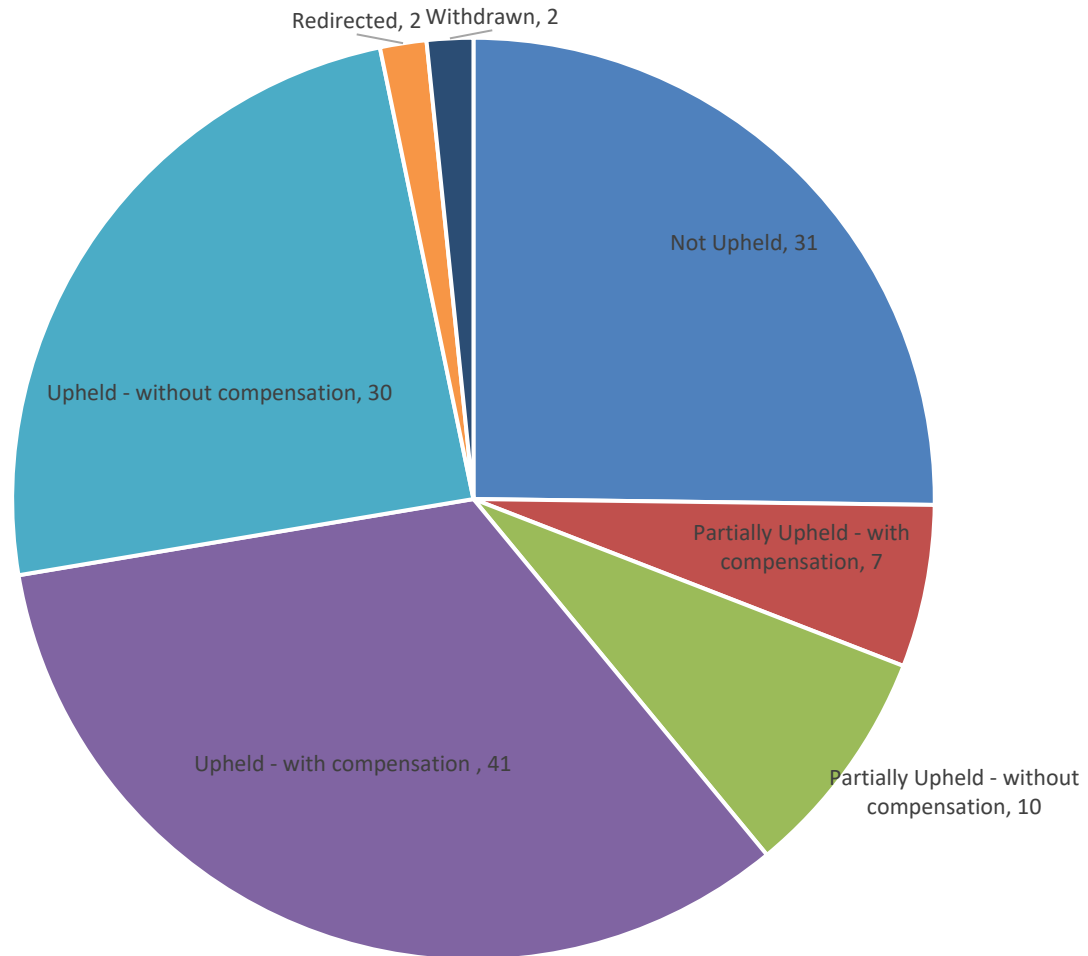
### Stage 2 Response Times - %



Q3 Stage 1 & 2 Complaints Received, by Team



### Q3 Complaint Decisions



### Q3 - Root Causes of Complaints

