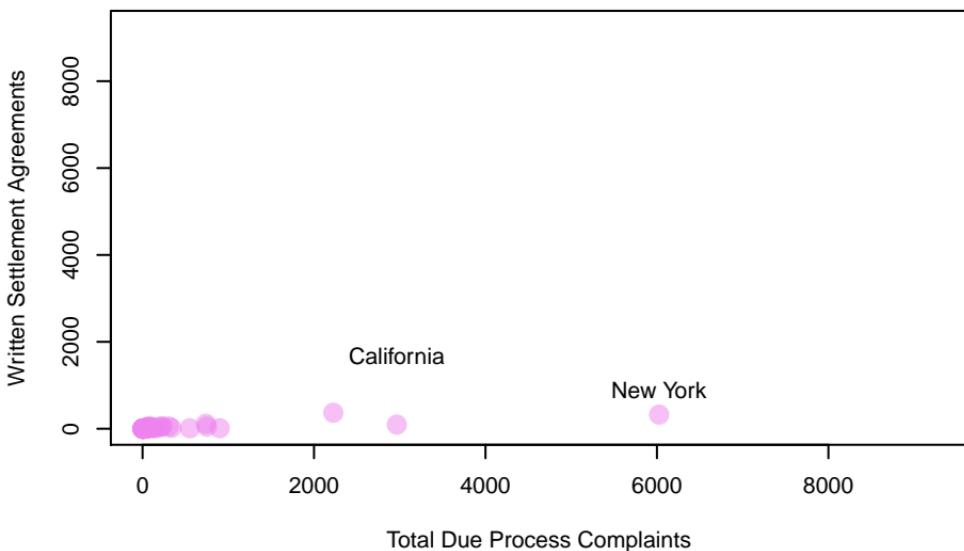
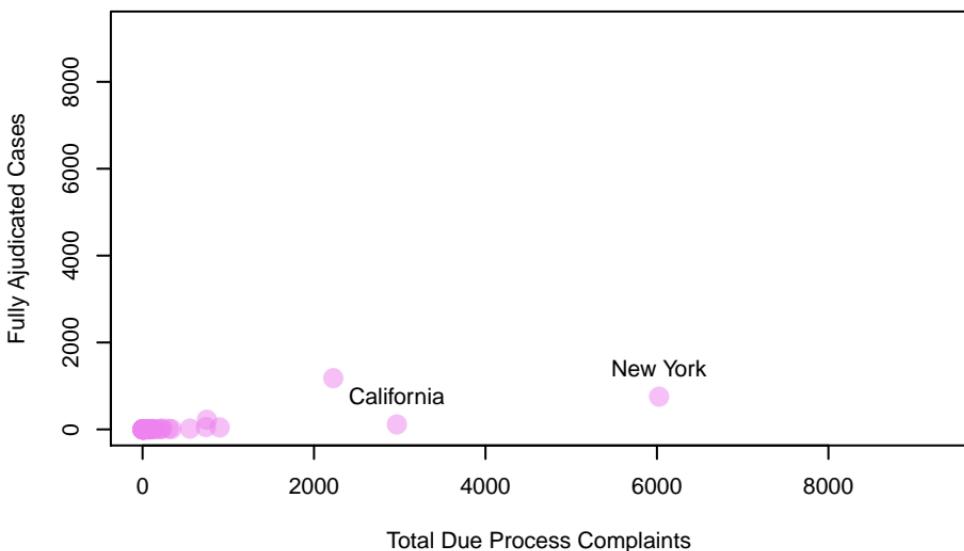


### Total Complaints v. Written Settlements in 12–13



### Total Complaints v. Fully Adjudicated Cases in 12–13



### Total Complaints v. Withdrawn or Dismissed Cases in 12–13

