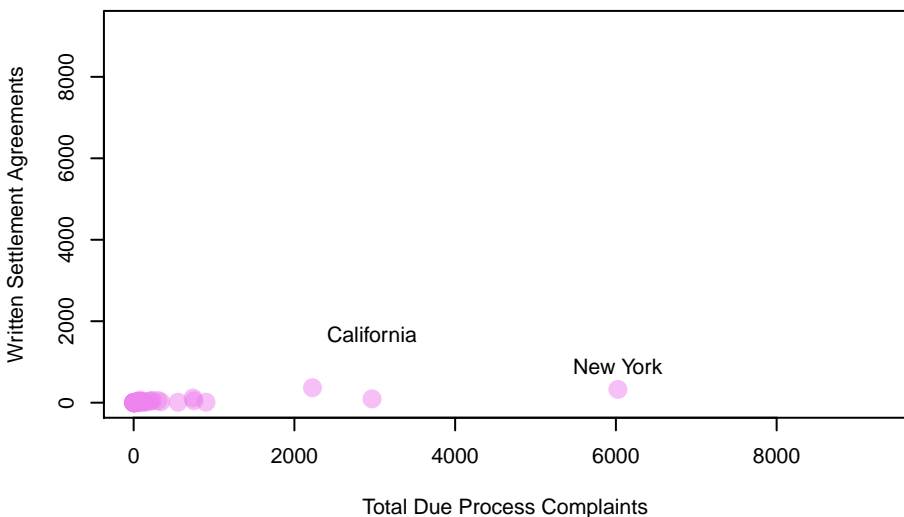
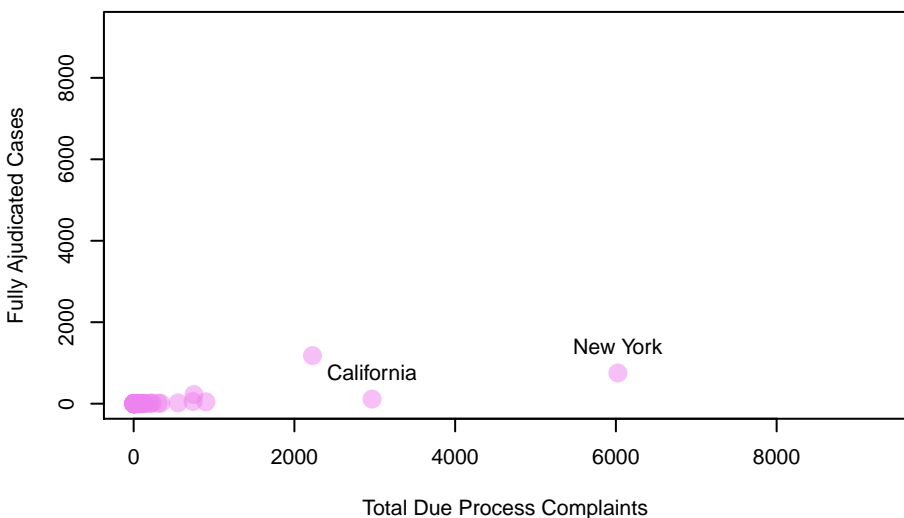


Total Complaints v. Written Settlements in 12–13



Total Complaints v. Fully Ajudicated Cases in 12–13



Total Complaints v. Withdrawn or Dismissed Cases in 12–13

