

## Apna Complex Complaint Report

Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Project/Civil	41	74	69	46	72%	12%	16%
Carpentry	1	79	76	4	88.37%	8.13%	3.5%
Housekeeping - Pestcontrol	-	1	1	-	100%	0	0
Plumbing	17	411	406	5	84%	12%	4%
Security - Boom Barrier	2	17	16	3	90.47%	9.53%	0
<b>Total</b>	<b>74</b>	<b>847</b>	<b>831</b>	<b>90</b>	<b>87.74%</b>	<b>2.4%</b>	<b>9.86%</b>