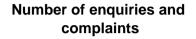
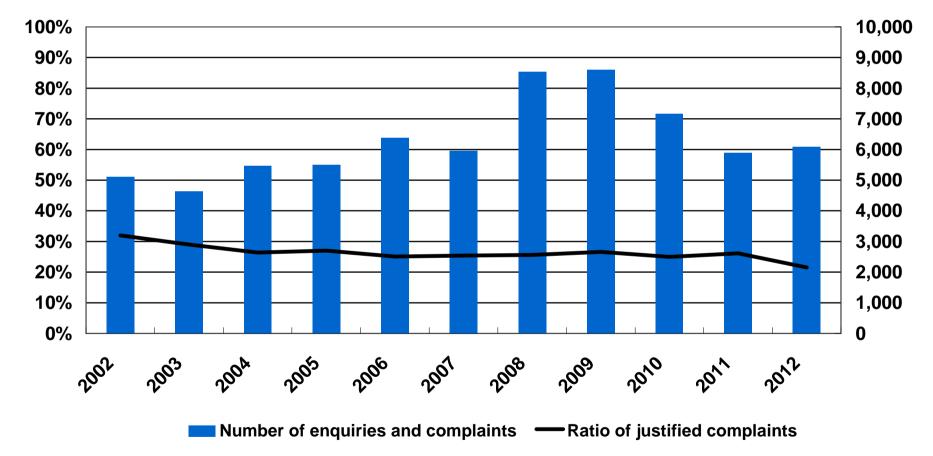
Figure 2.1 Number of complaints and enquiries, and ratio of justified complaints, 2002-12





Ratio of justified

complaints