Complaint Activity
Average Processing Days

	Fiscal Year (FY)													
	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
All Complaints Pending at anytime of FY	2nd Qtr	4th Qtr	4th Qtr	4th Qtr										
Number of Complaints	5	6	10	10	7	4	9	7	2	5	6	7	10	6
Average Days in Process	409	389	351	344	286	304	262	243	222	270	229	266	327	263
Average Days Investigation	111	140	122	141	130	121	115	147	99	111	137	145	142	149
Average Days Final Agency Action														
Days with Hearing	573	521	477	381	342	386	573	373	278	390	629	0	0	0
Days Without Hearing	0	0	0	0	NA	0	229	70	0	132	0	200	471	254

Complaint Activity
Average Processing Days

	Fiscal Year (FY)													
	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
Complaint Dismissals	2nd Qtr	4th Qtr	4th Qtr	4th Qtr										
Number of Complaints	0	0	0	1	0	0	3	2	0	0	0	1	0	1
Average Days	0	0	0	11	0	0	8	7	0	0	0	232	0	22

Complaint Activity
Complaints at investigation 180+ days

	Fiscal Year (FY)													
	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
	2nd Qtr	4th Qtr	4th Qtr	4th Qtr										
Number of Complaints	0	0	0	0	0	0	2	0	0	0	1	0	0	0

Complaint Activity
Status of pending complaints end FY

	Fiscal Year (FY)													
	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
	2nd Qtr	4th Qtr	4th Qtr	4th Qtr										
Number of Complaints	2	4	3	5	5	2	3	3	2	1	3	1	4	5
Number of Individuals	2	4	3	5	5	2	2	3	2	1	3	1	4	5
Number in Investigation	1	2	1	0	2	1	2	0	0	1	1	1	3	4
Number in Hearing	1	2	2	5	3	1	1	3	2	0	2	0	1	0
Number Pending AA	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Number on Appeal	2	2	2	2	3	1	1	1	0	2	0	1	4	6