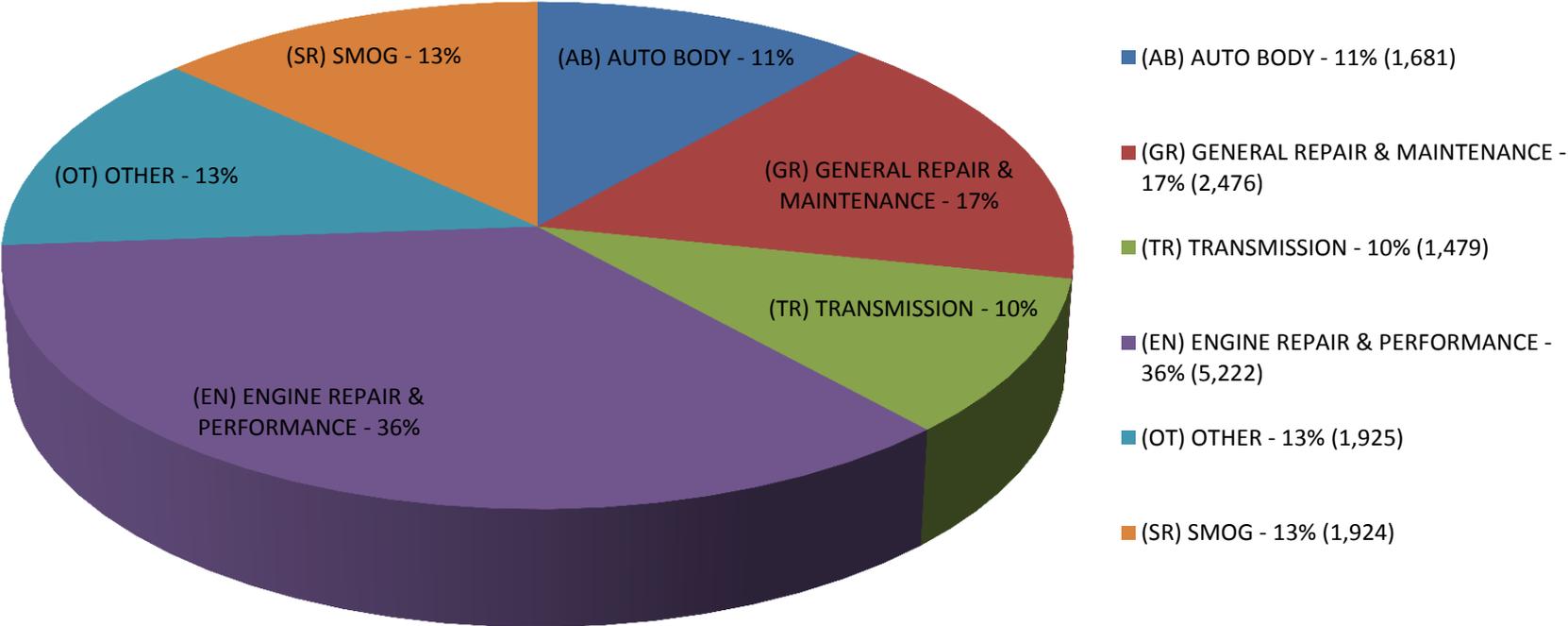


Complaint Trends for the 13/14 Fiscal Year



This does not include unlicensed complaints