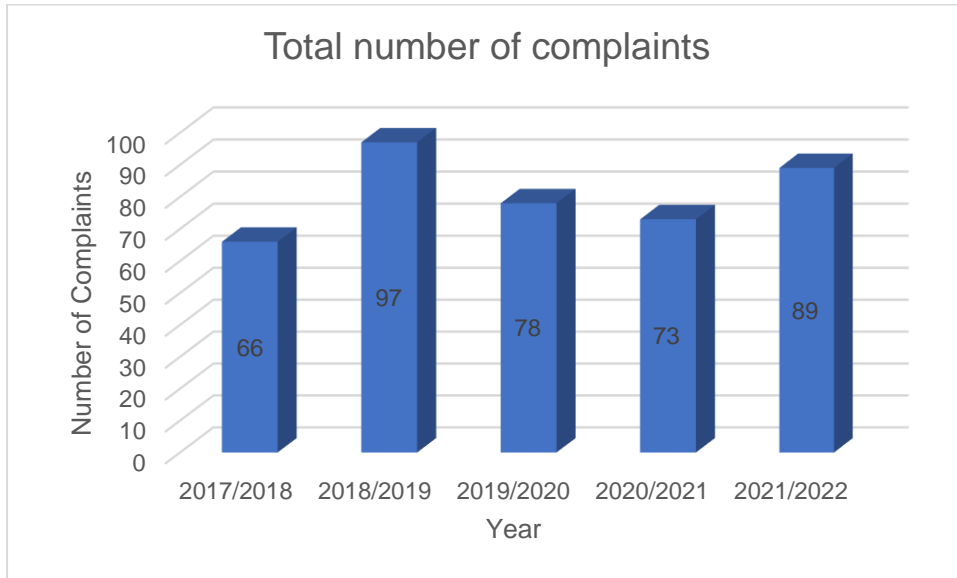


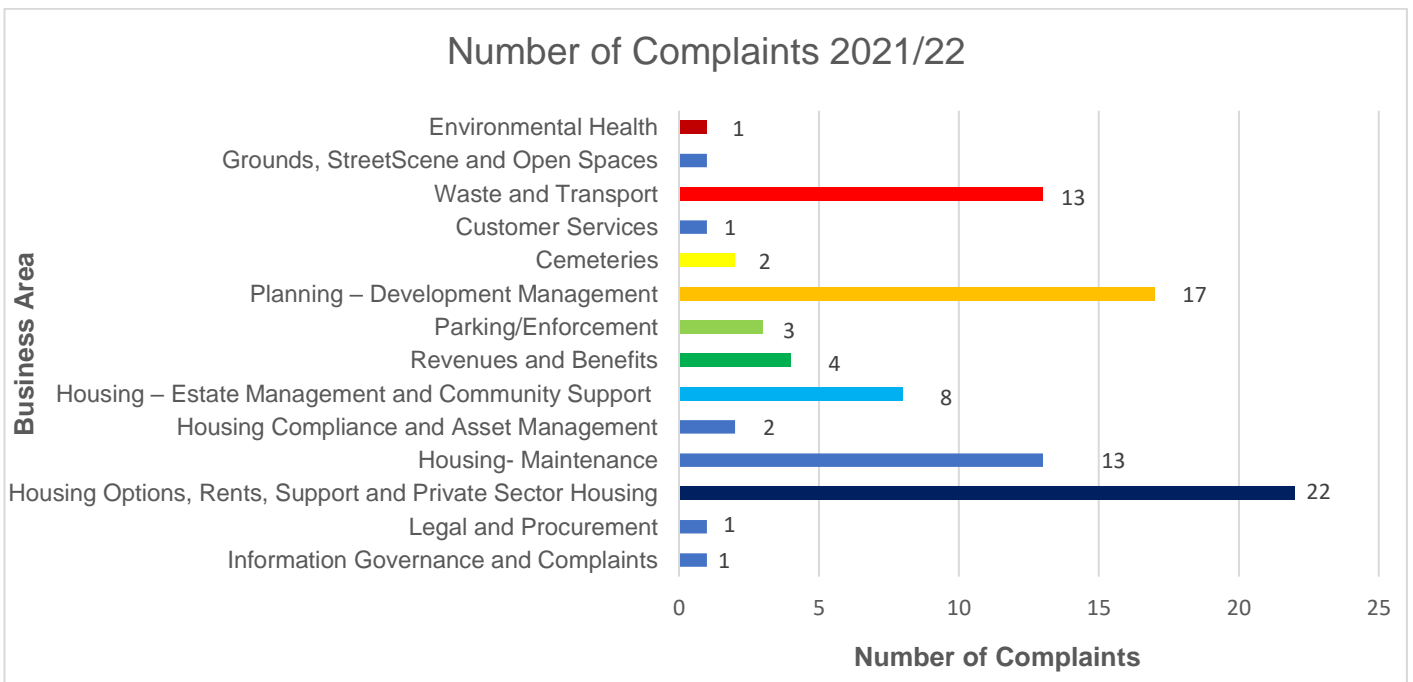
**1. COMPARISON OF TOTAL NUMBER OF COMPLAINTS PER YEAR**

Total number of complaints received 2017/2018, 2018/2019, 2019/2020, 2020/2021 and 2021/2022.

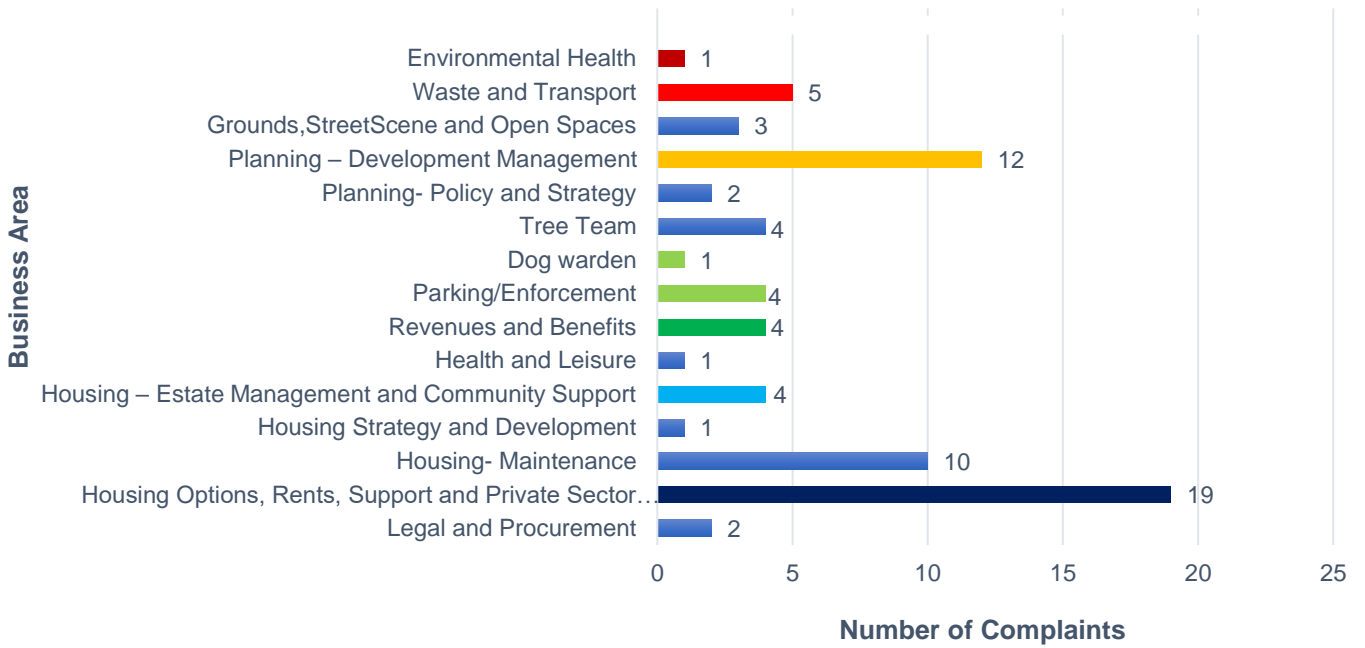


Total number of complaints received in 2021/2022 is 89, this is increase of 22% from 2020/2021 when there was 73.

**2. COMPARISON OF COMPLAINTS RECEIVED BY BUSINESS AREA FOR 2020/2021 AND 2021/2022**



### Number of Complaints 2020/21



### 3. COMPARISON OF FINDINGS INTERNALLY FOR 2020/20 AND 2021/2022

