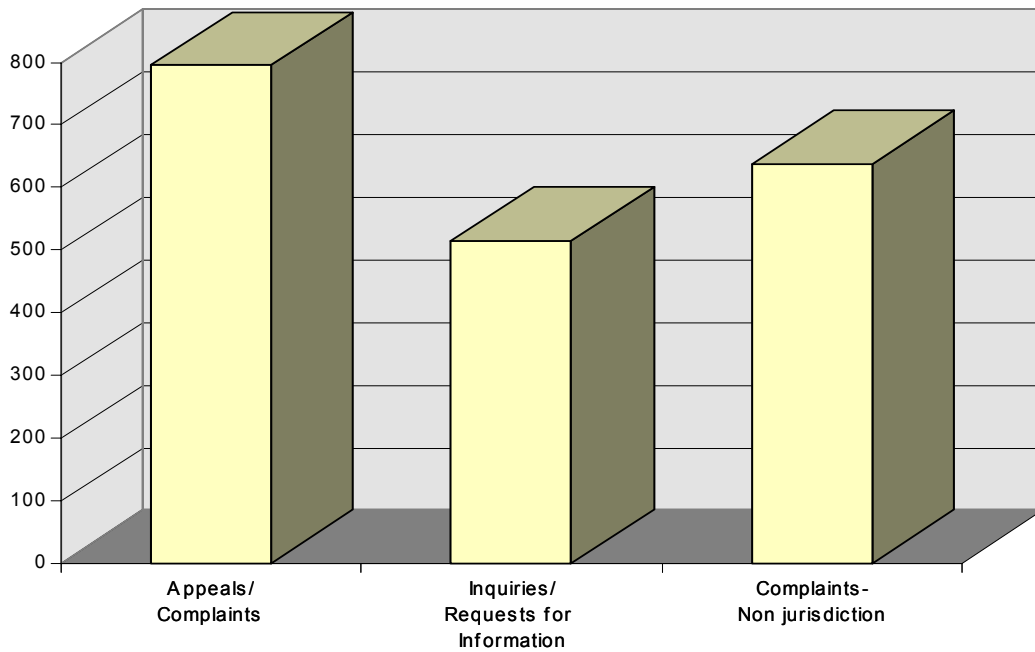
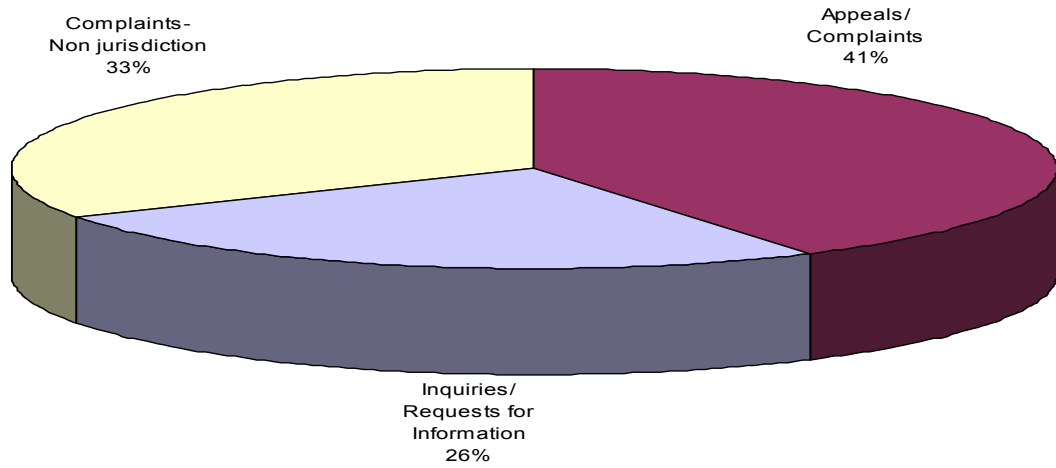
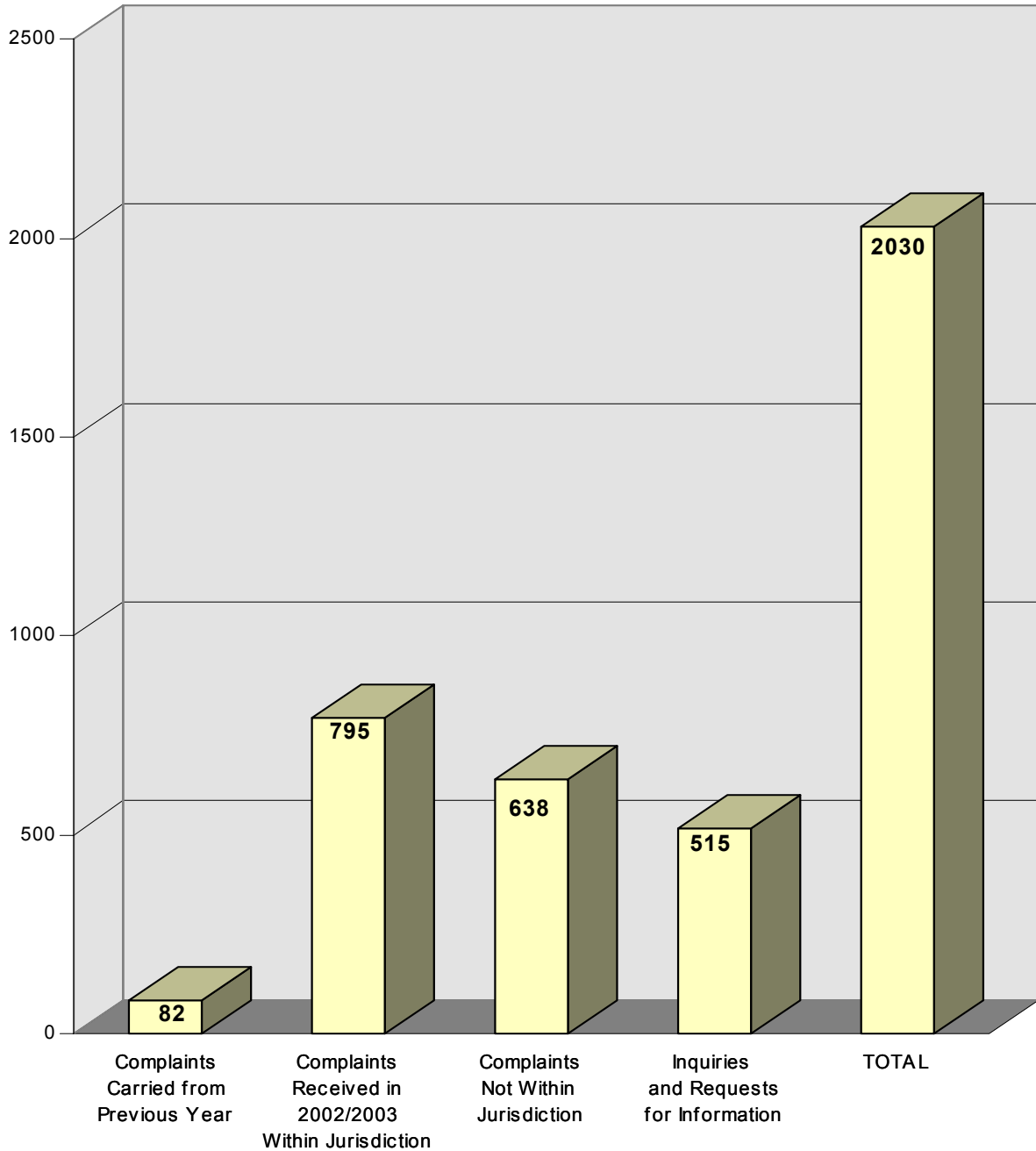


CHARTS

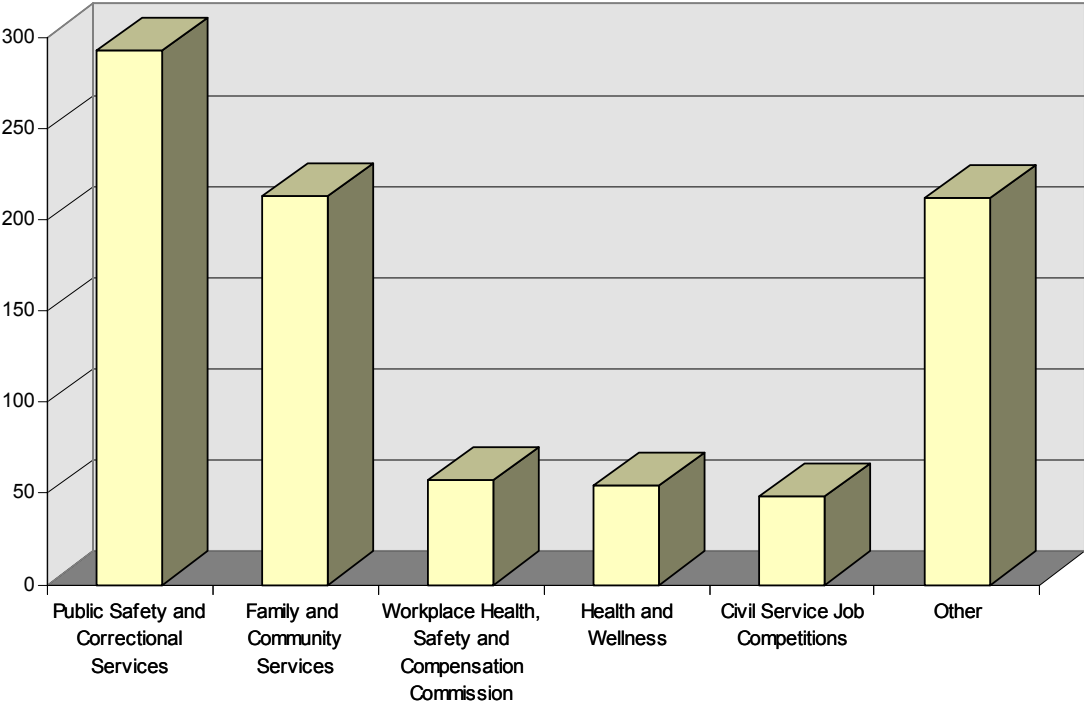
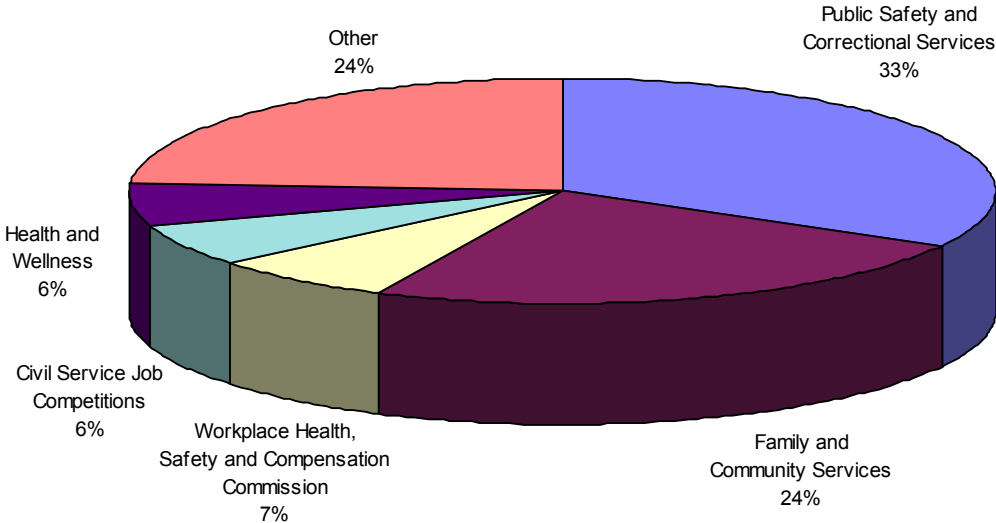
COMPLAINTS, INQUIRIES AND REQUESTS FOR INFORMATION RECEIVED IN 2002/2003



TOTAL OF COMPLAINTS, INQUIRIES AND REQUESTS FOR INFORMATION BEFORE THE OFFICE OF THE OMBUDSMAN 2002/2003



FIVE MAJOR SOURCES OF COMPLAINTS



OUTCOME OF COMPLAINTS

