

Complaints Received, Classified and Investigated

Complaints Licensed			
	2020	2019	2018
Total calls for service	55,910	55,707	51,263
Complaints	4	4	3
% Complaints	0.007%	0.007%	0.006%
Generated Internally	4	3	1
Generated Externally		1	2
Substantiated		3	2
Not Substantiated	1		
Exonerated	3	1	
Unfounded			1
*Note: rounded to the nearest thousands of 1%			