

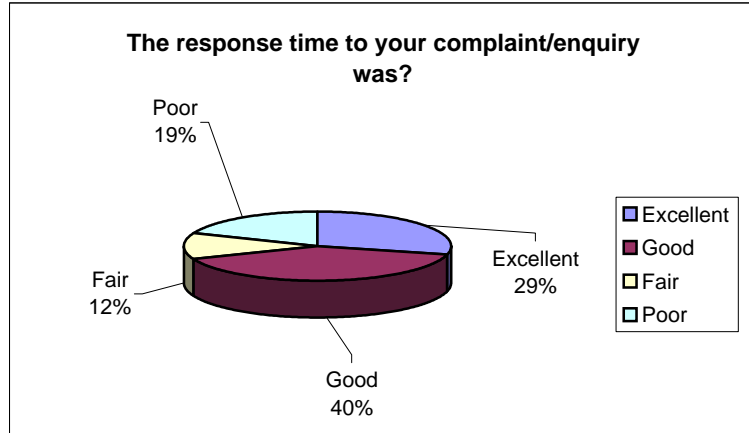
COMPLAINTS/ENQUIRIES

2004

429 sent out / 187 Returned - 44%

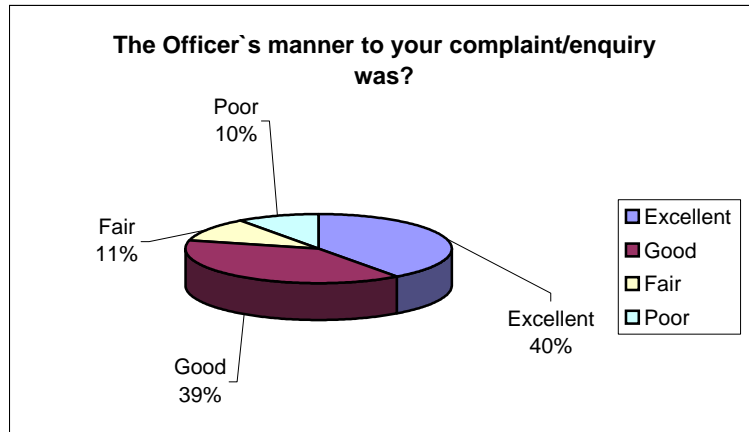
1

Excellent	29%
Good	40%
Fair	12%
Poor	19%
	0



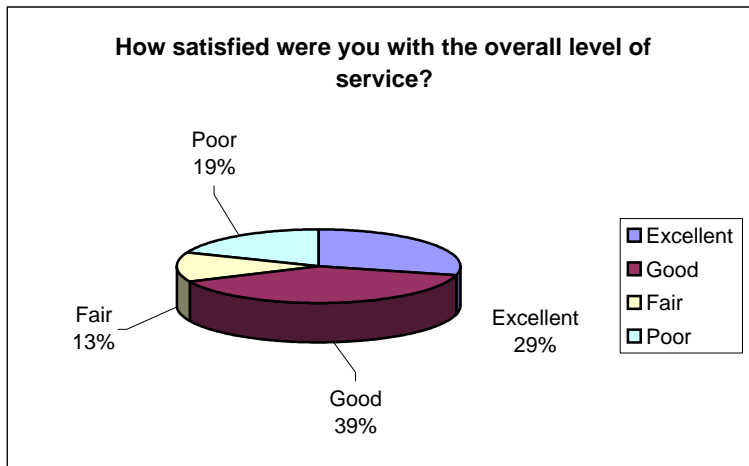
2

Excellent	40%
Good	39%
Fair	11%
Poor	10%



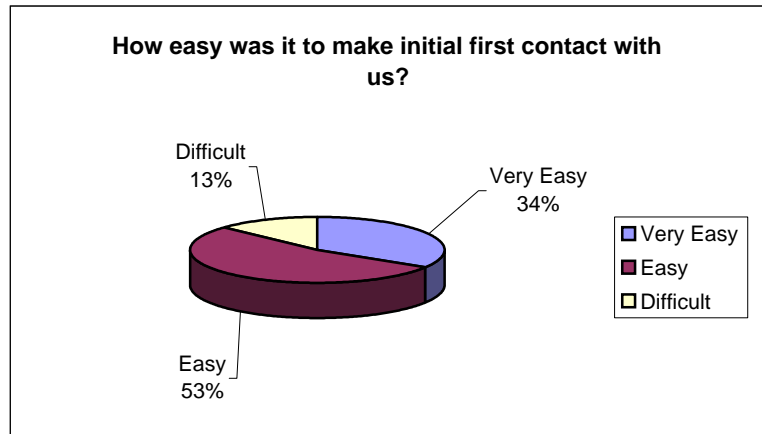
3

Excellent	29%
Good	39%
Fair	13%
Poor	19%



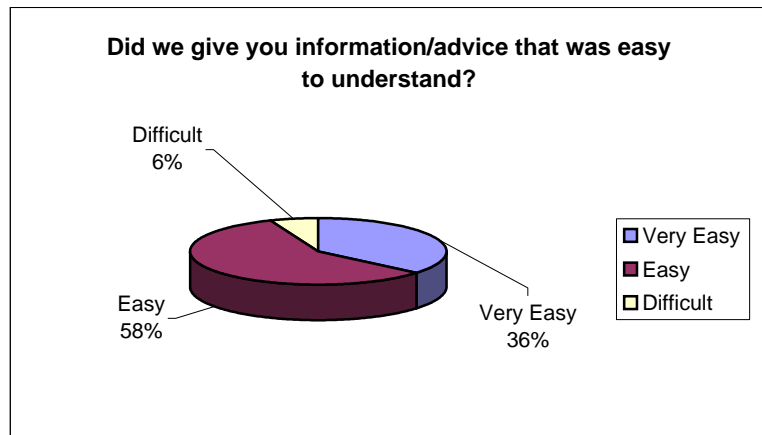
4

Very Easy 34%
Easy 53%
Difficult 13%



5

Very Easy 36%
Easy 58%
Difficult 6%



6

Yes 39%
Pending 28%
No 33%

