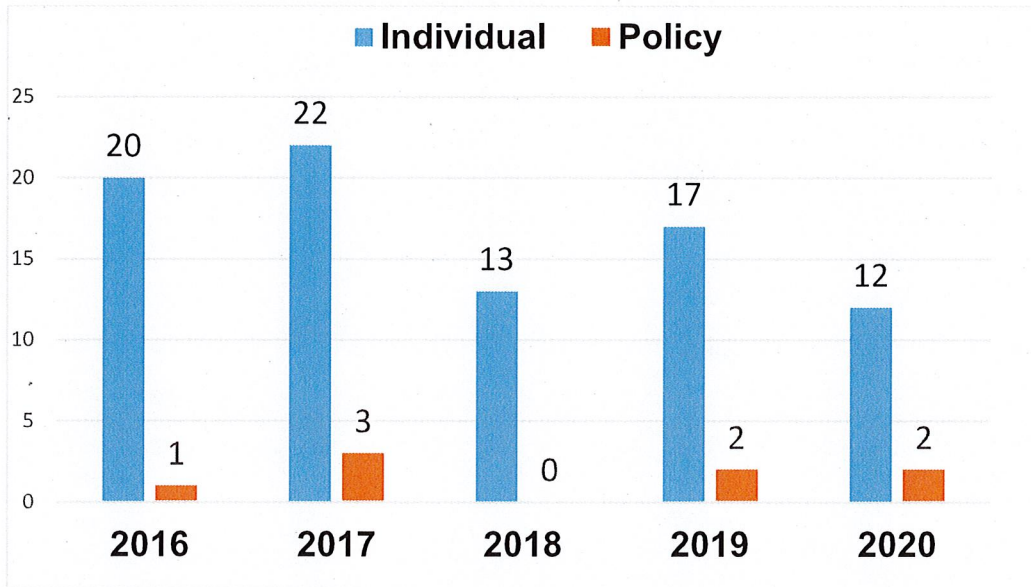




# VII. STATISTICS 2016 - 2020

## 1. COMPLAINTS RECEIVED

In 2020, the PRC received a total of 14 complaints, of which 12 were individual complaints and 2 were policy complaints. The average number of complaints filed yearly over the past five years is 18.4.



COMPLAINTS RECEIVED	2016	2017	2018	2019	2020
Individual	20	22	13	17	12
Policy	1	3	0	2	2
<b>Total</b>	<b>21</b>	<b>25</b>	<b>13</b>	<b>19</b>	<b>14</b>