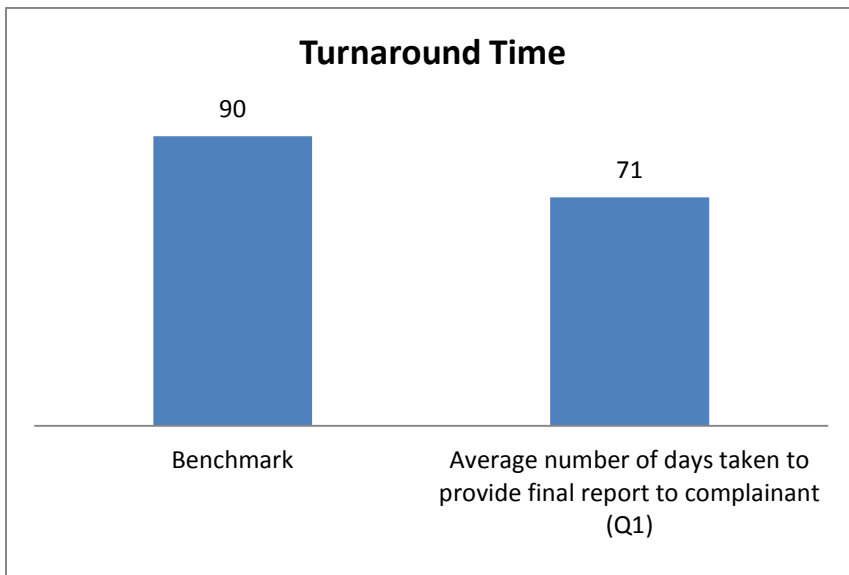
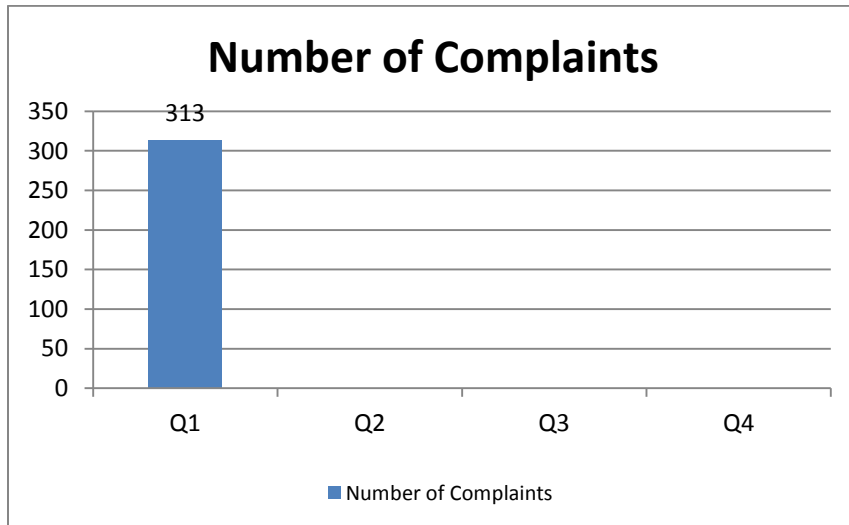


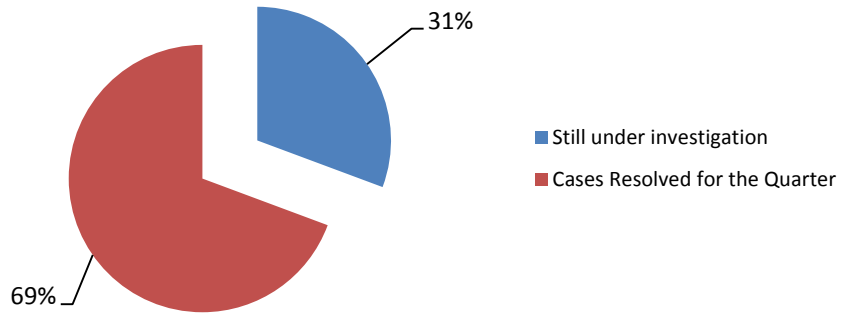
Office of the City Ombudsman

First Quarter Statistics (July to September 2010)

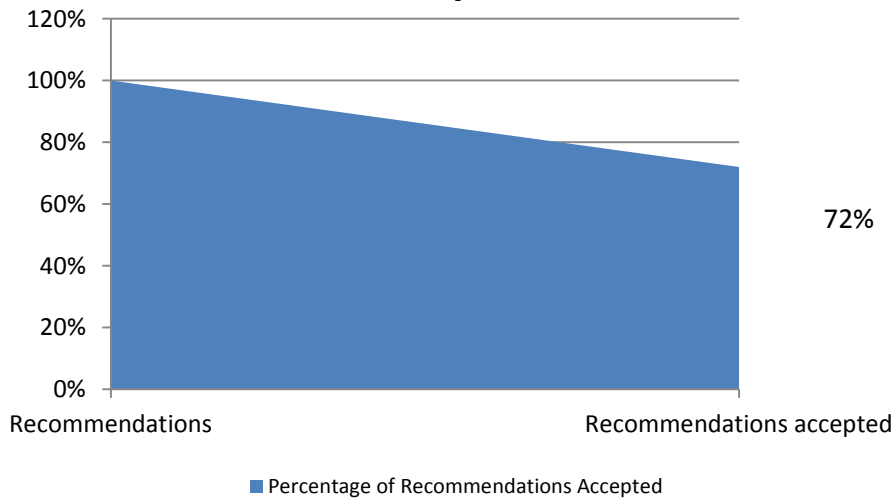
2010/ 2011



Percentage of Lodged Cases Resolved



Percentage of Recommendations Accepted



Number of Complaints per Directorate

