

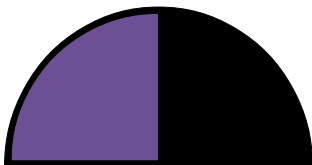
## Appendix 2: Complaints dashboard



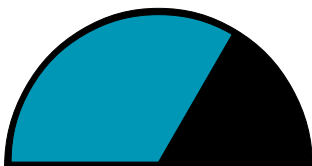
**LODGED** customer complaint



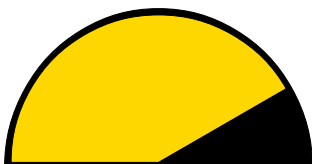
**INVESTIGATED** complaint



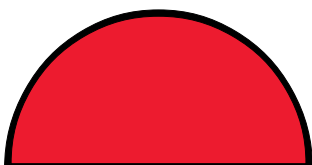
**RESOLUTION** considered and drafted



**COMMUNICATED** resolution



**ACCEPTED / DECLINED** resolution



**CLOSED** complaint / customer referred to Ombudsman Office