

Total of Complaints Received by CFM			
2017 (Jan - Oct)	Number of complaints = 3,838		75% complaints were resolved in < 15 days
2016	7,556 Complaints	†	77% complaints were resolved in <u><</u> 15 days
2015	7,326 Complaints	Increased 3.14%	72% complaints were resolved in ≤ 15 days