

Complaints Licensed				
	2018	2019	2020	2025
Total calls for service	51,263	55,707	55,910	66,870
Complaints	4	4	4	
% Complaints	0.007%	0.007%	0.007%	0.012%
Generated Internally	4	3	1	2
Generated Externally	2	1		6
Sustained	2	3		2
Not Sustained			1	1
Exonerated		1	3	
Unfounded	1			5

*Note: Rounded to the nearest thousands of 1%