Complaints received between 2013 and 2019

2013:

- 1532 total complaints
 - o 533 Service Complaints
 - o 999 Misconduct Complaints

2014:

- 1052 total complaints
 - o 284 Service Complaints
 - 768 Misconduct Complaints

2015:

- 1011 total complaints
 - o 250 Service Complaints
 - o 761 Misconduct Complaints

2016:

- 1188 total complaints
 - o 275 Service Complaints
 - 913 Misconduct Complaints

2017:

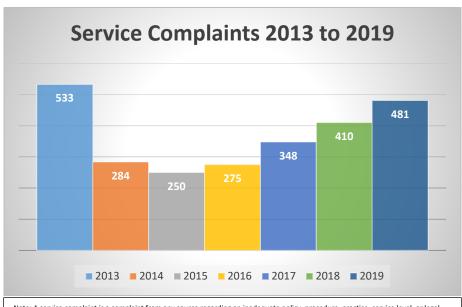
- 1298 total complaints
 - 348 Service Complaints
 - 950 Misconduct Complaints

2018:

- 1396 total complaints
 - o 410 Service Complaints
 - o 986 Misconduct Complaints

2019:

- 1446 total complaints
 - o 481 Service Complaints
 - o 965 Misconduct Complaints



Note: A service complaint is a complaint from any source regarding an inadequate policy, procedure, practice, service level, or legal standard or statute required of the Department that would not result in discipline. A service complaint is not an allegation of misconduct.

