

**Fiscal Year (FY)**

<b>All Complaints Pending at anytime of FY</b>	2004 4th Qtr	2003	2002	2001	2000	1999
Number of Complaints	5	6	7	10	6	9
Average Days in Process	270	229	266	327	263	215
Average Days Investigation	111	137	145	142	149	152
Avg Days Final Agency Action with Hearing	390	629	0	0	0	0
Avg Days Final Agency Action without Hearing	132	0	200	471	254	471

<b>Complaint Dismissals</b>	2004 4th Qtr	2003	2002	2001	2000	1999
Number of Complaints	0	0	1	0	1	4
Average Processing Days	0	0	232	0	22	215

<b>Complaints at investigation 180+ days</b>	2004 4th Qtr	2003	2002	2001	2000	1999
Number of Complaints	0	1	0	0	0	2

<b>Status of pending complaints end FY</b>	2004 4th Qtr	2003	2002	2001	2000	1999
Number of Complaints	1	3	1	4	5	1
Number of Individuals	1	3	1	4	5	1
Number in Investigation	1	1	1	3	4	0
Number in Hearing	0	2	0	1	0	0
Number Pending AA	0	0	0	0	1	1
Number on Appeal	2	0	1	4	6	6