

Closed Complaints

Closed Complaints	2008/ 09	2007/ 08	2006/ 07	2005/ 06	2004/ 05	TOTAL
Determinations by the Committee	11	9	20	9	1	50
No response from the customer	5	7	2	8	1	23
Simple queries	Nil	Nil	2	4	2	8
Customer nominated BFSO as a more appropriate forum	1	Nil	1	3	Nil	5
Complaint withdrawn	1	3	4	2	Nil	10
Outside the Committee's jurisdiction	2	3	3	Nil	6	14
TOTAL	20	22	32	26	10	110