

Open Complaints

Open Complaints Status at 31 March	2009	2008	2007	2006	2005
Cases under review by the Committee	1	2	5	10	1
Cases referred to the Bank and awaiting response	2	Nil	1	5	
Cases waiting for further information from complainant	11	7	3	5	
Cases provisionally closed – Draft determination issued	1	5	3	1	
TOTAL	15	14	12	21	9