

## Annex 1 – Enquiries and complaints outstanding at 31 March 2007

### Enquiries

There were three enquiries outstanding at 31 March 2007. All of these were received in March 2007.

### Complaints

There were 919 complaints open in our system as at 31 March 2007. Their received dates have been summarised by month as below, for ease of reference.

First Received	Number of complaints open
Oct-02	1
Jun-03	1
May-04	1
Jun-04	1
Jul-04	1
Aug-04	2
Sep-04	4
Dec-04	4
Feb-05	3
Mar-05	6
Apr-05	7
May-05	6
Jun-05	16
Jul-05	12
Aug-05	18
Sep-05	23
Oct-05	31
Nov-05	21
Dec-05	26
Jan-06	23
Feb-06	31
Mar-06	34
Apr-06	36
May-06	53
Jun-06	49
Jul-06	41
Aug-06	45
Sep-06	43
Oct-06	53
Nov-06	57
Dec-06	37
Jan-07	64
Feb-07	79
Mar-07	90