

# Average Time to Resolve Complaints

## For Fiscal Years '05, '06, and '07

The data for the last three fiscal years is:

- 2005 - 29 complaints took 123 months to resolve for an average of 4.2 months each.
  - The median average was 3.0 months.
  - 23 complaints took a total of 66.5 months to resolve for an average of 2.9 months each.
  - 6 complaints took a total of 56.5 months to resolve for an average of 9.4 months each.
  
- 2006 - 26 complaints took 116.5 months to resolve for an average of 4.5 months each.
  - The median average was 3.5 months.
  - 20 complaints took a total of 72.5 months to resolve for an average of 3.6 months each.
  - 6 complaints took a total of 44 months to resolve for an average of 7.3 months each.
  
- 2007 - 31 complaints took 130 months to resolve for an average of 4.2 months each.\*\*
  - The median average was 4.0 months.
  - 22 complaints took a total of 67 months to resolve for an average of 3.0 months each.
  - 9 complaints took a total of 63 months to resolve for an average of 7.0 months each.\*\*

**\*\* Note:** As of March 14, 2008 there was still one complaint lodged in the '07 fiscal year that had not been resolved. The 130 months reported is through March 14, 2008.