

Complaint's resolution Analysis 2024

| Period | Complaints Received | Complaints Resolved | Unresolved | % Resolution |
|--------------------------|---------------------|---------------------|------------|--------------|
| Q1 (January - March) | 297 | 297 | 0 | 100% |
| Q2 (April - June) | 330 | 330 | 0 | 100% |
| Q3 (July - September) | 317 | 317 | 0 | 100% |