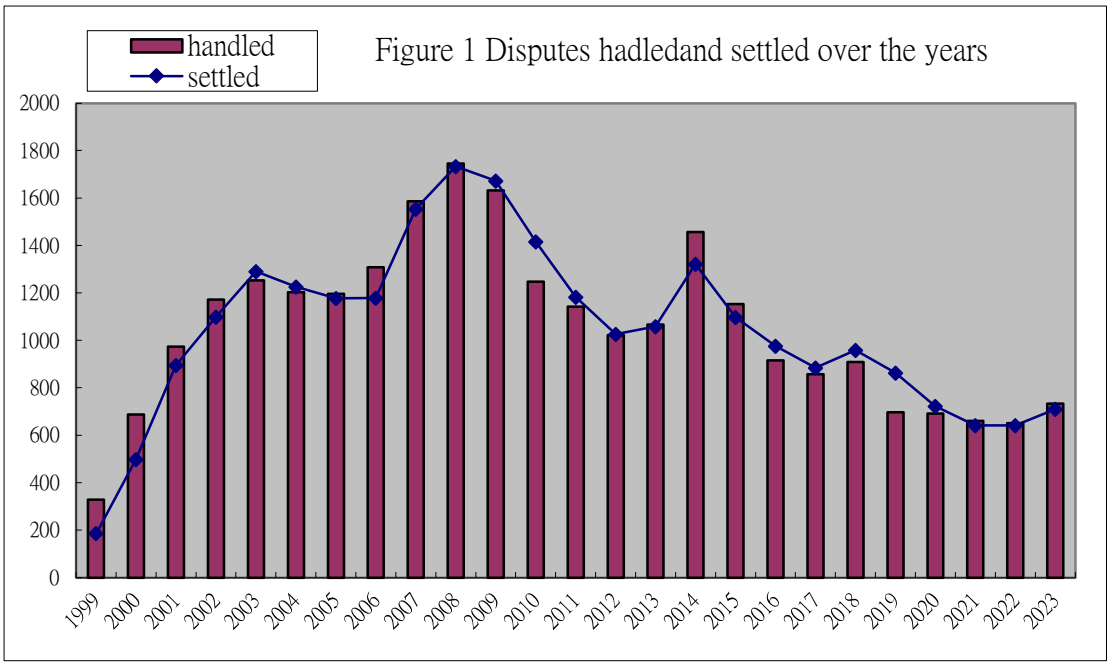
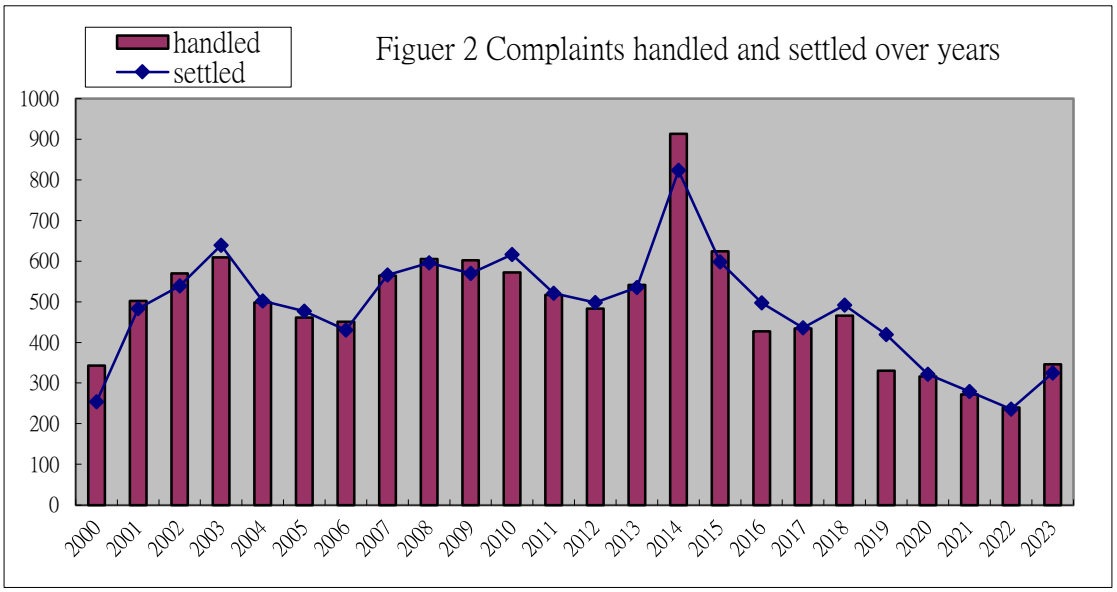


Figure 1 Disputes hadledand settled over the years



Figuer 2 Complaints handled and settled over years

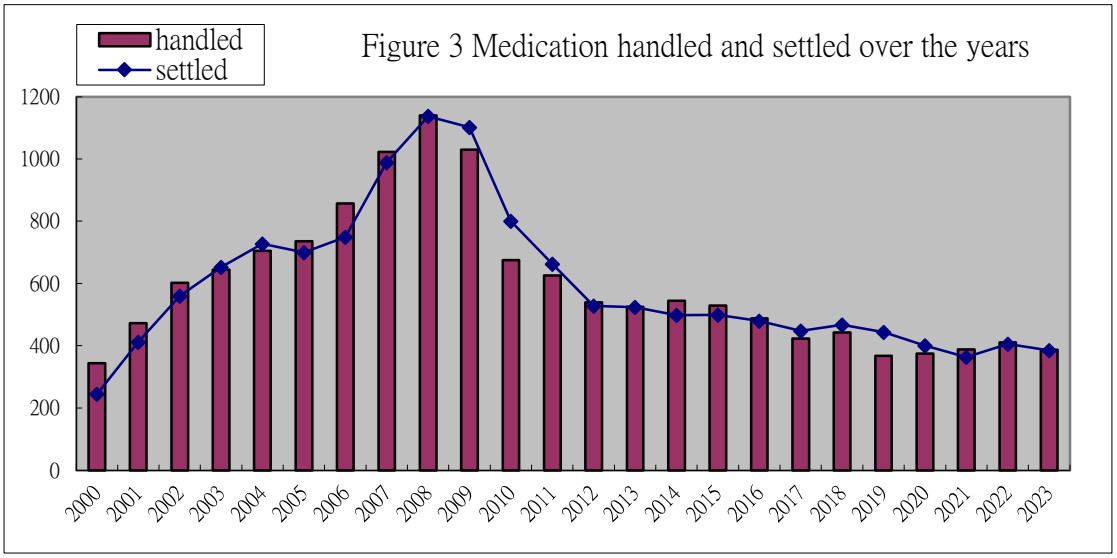


Figure 3 Medication handled and settled over the years