

Complaints Received: 2007-08 to 2011-12

December 2011

Complaints per 100,000 passengers

<i>Year</i>		<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>June</i>	<i>Full Year</i>
2007-08	Monthly result:	12.8	15.1	12.0	11.5	5.8	6.8	6.5	7.0	8.6	8.1	7.2	5.7	
	Year to date	12.8	13.9	13.3	12.9	11.2	10.3	9.6	9.3	9.2	9.1	9.0	8.7	8.7
2008-09	Monthly result:	5.4	5.2	3.7	6.5	10.1	6.9	9.7	6.3	5.4	5.2	4.0	3.7	
	Year to date	5.4	5.3	4.8	5.3	6.2	6.4	7.0	6.9	6.7	6.6	6.4	6.2	6.2
2009-10	Monthly result:	5.5	4.0	3.9	4.2	3.7	4.6	4.3	5.7	3.3	4.7	5.9	3.7	
	Year to date	5.5	4.8	4.5	4.4	4.3	4.3	4.3	4.5	4.4	4.4	4.5	4.4	4.4
2010-11	Monthly result:	3.6	3.7	6.1	10.0	9.0	3.4	2.6	3.8	3.2	4.6	4.3	2.7	
	Year to date	3.6	3.7	4.5	5.9	6.5	5.9	5.3	5.1	4.9	4.8	4.8	4.7	4.7
2011-12	Monthly result:	3.5	3.1	3.0	2.9	4.8	3.4							
	Year to date	3.5	3.3	3.2	3.1	3.5	3.5							