



Internal Complaint Case Data

2015

Quarterly Report

*A review of Reports between
October 1, 2015 and December 31, 2015*

Internal Complaint Case Data

October 1, 2015 – December 31, 2015

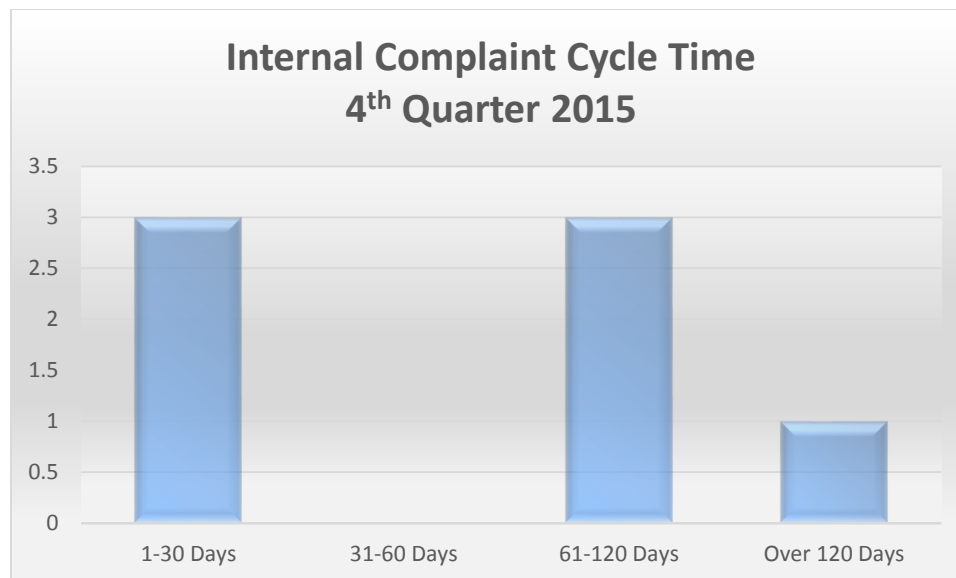
During 4th quarter of 2015, four complaints were received. Two of the complaints were retained for investigation by OIG, one complaint was referred to Human Resources, and one was merged into an open investigation and administratively closed.

In addition to the complaints received, seven complaints were addressed or investigated and closed. Five were OIG investigative matters, and two were referrals to Human Resources one OIG investigation and one complaint merged into an open investigation and administratively closed.

No. of Cases at the Beginning of Quarter	5
No. of Cases Filed During Quarter	4
No. of Cases Closed During Quarter	7
No. of Cases Open at the End of Quarter	2

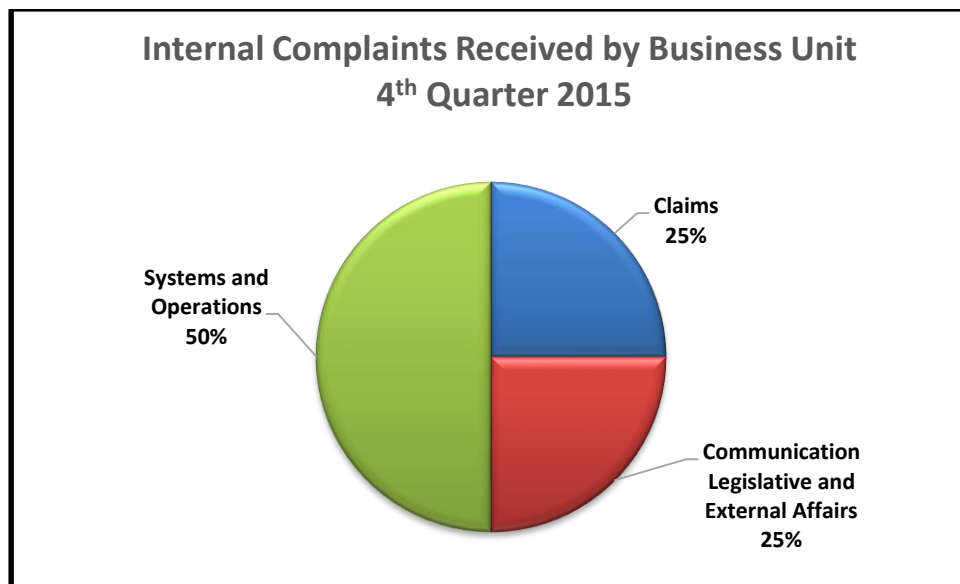
CYCLE TIMES ON CLOSED ACTIVITY

The chart below describes the cycle times undertaken in resolving the report closed this quarter.



Internal Complaints Received By Business Unit

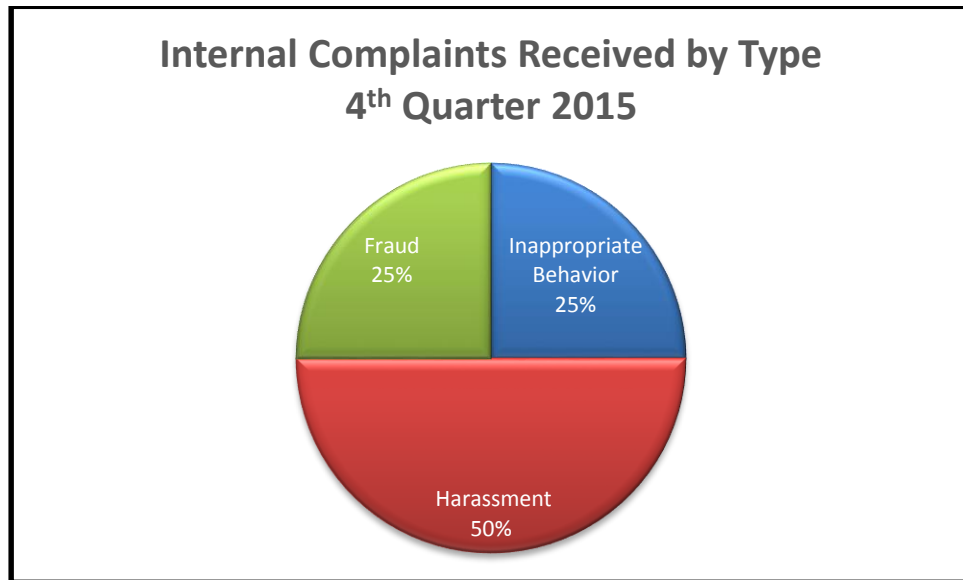
Two of the four complaints received during the 4th quarter involved subjects employed in the Systems and Operations department; one involves a subject employed in the Communications Legislative and External Affairs department; and one involves a subject employed in the Claims department.



Business Unit	Quantity
Claims	1
Communication Legislative and External Affairs	1
Systems & Operations	2
Total	4

Internal Complaints Received By Type

Two of the four complaints received during the 4th quarter related to harassment; one related to inappropriate behavior; and one related to fraud.



Type	Quantity
Inappropriate Behavior	1
Harassment	2
Fraud	1
Total	4