

# Citizens Property Insurance Corporation

## Complaint Case Data

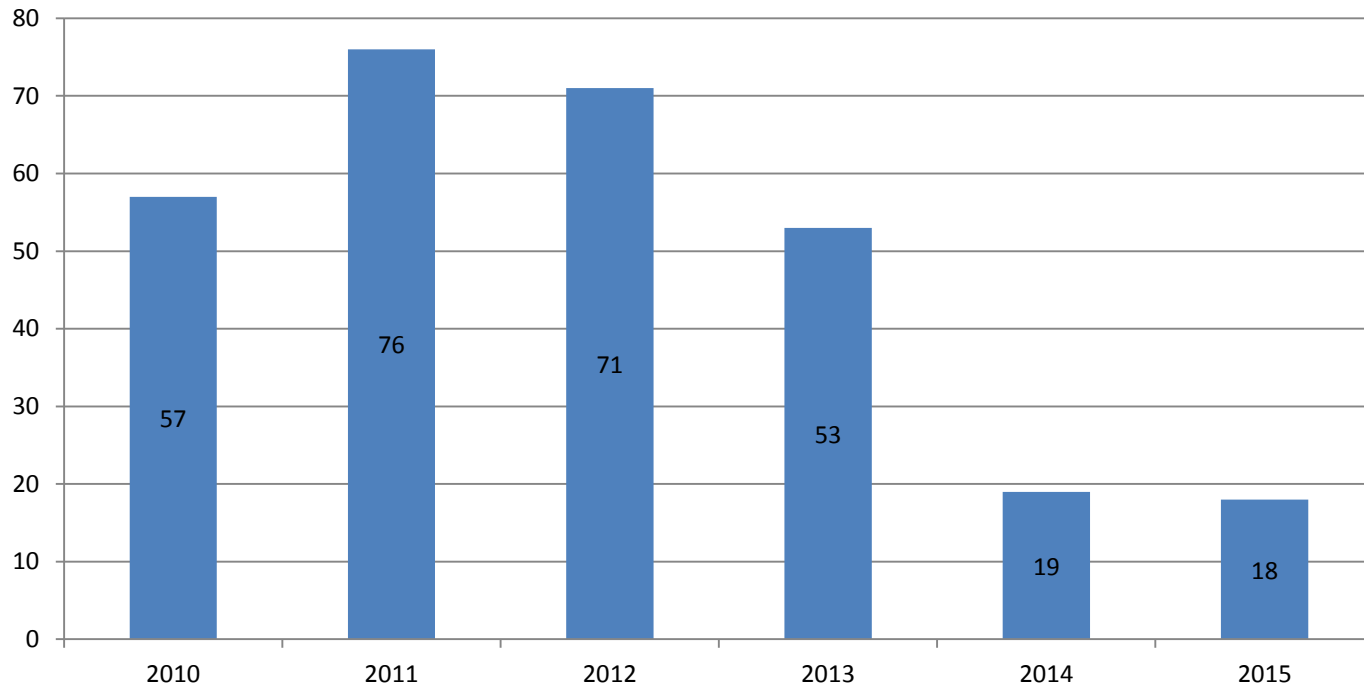
### Annual Trends 2010 - 2015

Bruce Meeks  
Inspector General

March 15, 2016

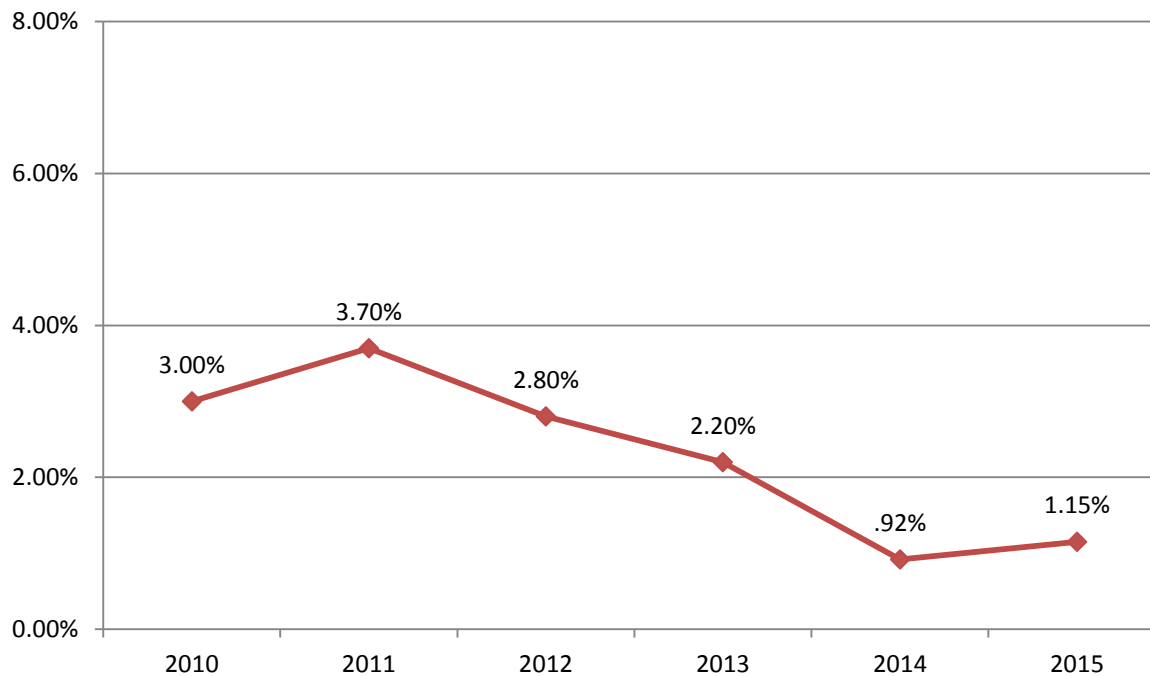


# Complaints Received: 2010 - 2015



“Tell Citizens” reports are generally received by a third-party vendor through the telephone hotline or a web-based form. Reports are also entered by Citizens’ triage members (Inspector General, Ethics Officer, Internal Auditor, and Director of HR Business Partner Management) from complaints made internally.

# Complaints Rate: 2010 - 2015



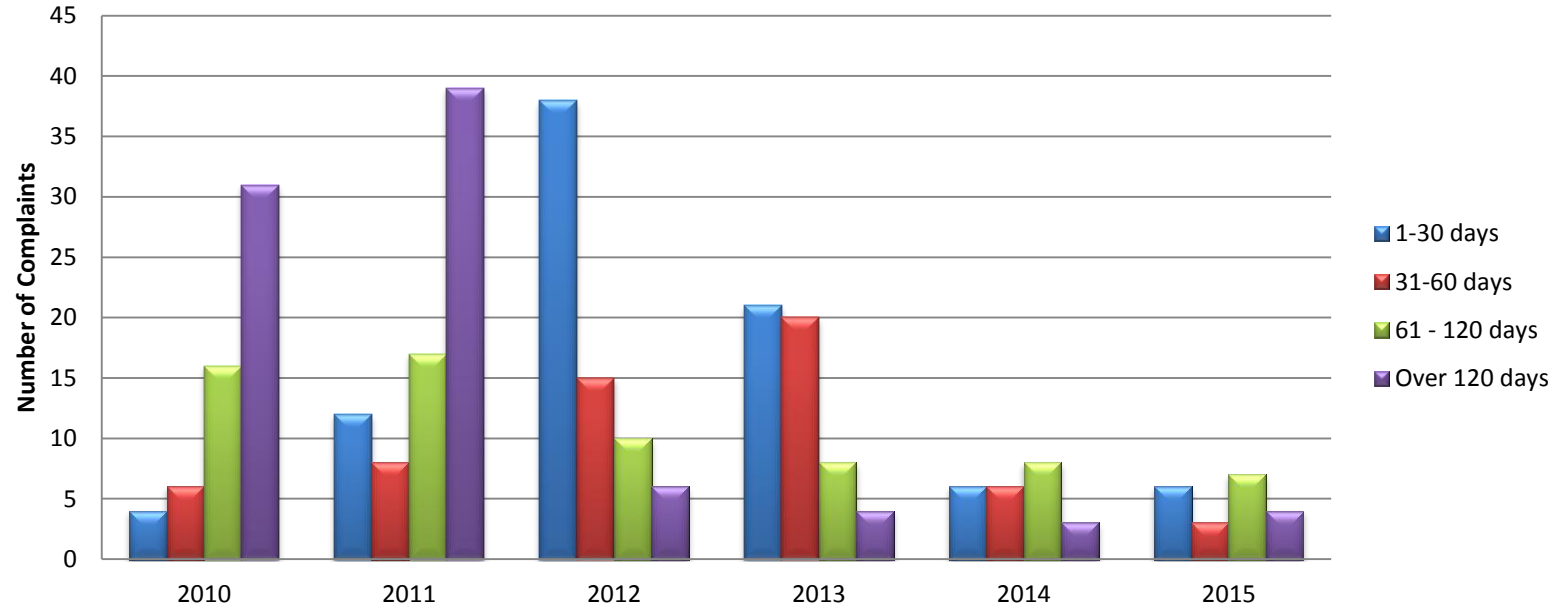
$$\text{Complaint Rate} = \frac{\text{Complaints Received}}{\text{Number of Employees}^*}$$

\*Employee count includes contingent staff/independent adjusters

# Complaints by Allegation Category

	2010	2011	2012	2013	2014	2015
Conflict of Interest	2	6	3	12	9	3
Corporate Policy	6	5	6	2	0	0
Disclosure of Confidential Information	4	0	2	5	0	0
Discrimination	5	3	4	1	2	1
Employee Grievance	10	17	21	5	1	2
Environment, Health and Safety	0	1	1	0	0	0
Falsification/Destruction of Documents	3	3	3	3	1	0
Fraud	0	0	0	0	0	1
Gifts, Bribes and Kickbacks	2	2	0	5	1	2
Harassment (Workplace/Sexual)	1	8	5	7	2	4
Inappropriate Behavior	13	7	12	4	0	3
Misuse of Resources	5	11	8	3	1	0
Policy Violation	0	0	0	0	0	1
Retaliation	4	6	1	1	0	0
Theft	0	2	2	0	0	1
Threats and Physical Violence	0	1	0	0	0	0
Unfair Employment Practices	2	4	3	5	2	0

# Complaints by Closure Time



## Time to Resolve Complaints

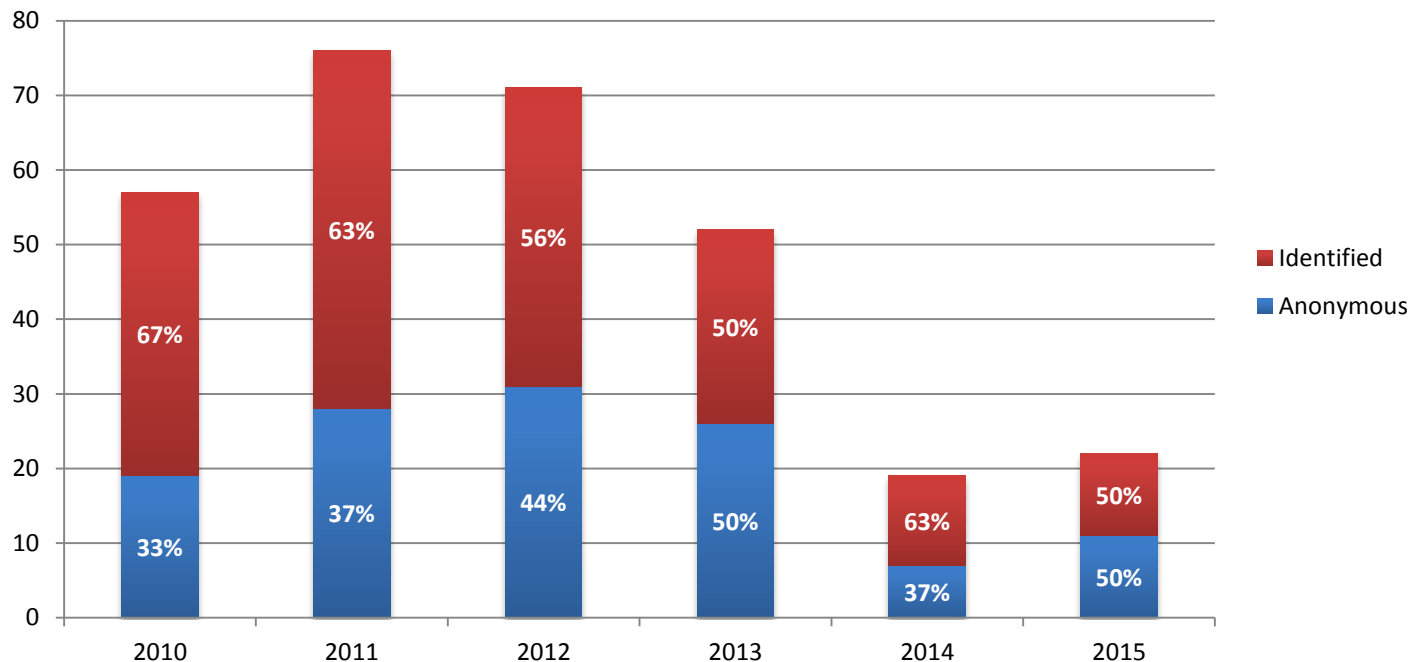
### Average

2010	212 days
2011	191 days
2012	38 days
2013	47 days
2014	54 days
2015	72 days

# Comparison of Substantiated to Unsubstantiated Reports

	Substantiated	Unsubstantiated
2010	44%	56%
2011	42%	58%
2012	52%	48%
2013	40%	60%
2014	33%	67%
2015	35%	65%

# Complaints Identification: 2010 - 2015



## During 2010 through 2015:

Citizens logged 297 complaints in the Tell Citizens reporting system.

## Of this total:

59% of the reporters IDENTIFIED themselves

41% of the reporters were ANONYMOUS