Number of Complaints Made Between December 2005 and September 2008

![Graph showing number of complaints made between December 2005 and September 2008. The x-axis represents months from December 2005 to August 2008, and the y-axis represents the number of complaints ranging from 0 to 35. The graph shows fluctuations in the number of complaints throughout the period, with a notable peak in February 2006.]
Total Number of Complaints by Calendar Year
Number of Calls by Month

- July 2006: 10
- July 2007: 15
- July 2008: 15
- August 2006: 10
- August 2007: 25
- August 2008: 30
- September 2006: 10
- September 2007: 15
- September 2008: 20
Complaint Types Received

- Employee Relations
- Policy Issues [1]
- Customer Relations
- Conflict of Interest
- Fraud [2]
- Accounting/Audit Irregularities
- Substance Abuse
- Theft of Time
- Safety Issues and Sanitation
- Other Categories
Number of Complaints Under Office of the City Auditor Investigation

- Policy Issues: 2
- Fraud: 3
- Accounting/Audit Irregularities: 3
- Theft of goods and services: 1
- Waste and Abuse: 1
## Complaint Disposition

<table>
<thead>
<tr>
<th>Complaint Status</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint substantiated</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Complaint unsubstantiated</td>
<td>19</td>
<td>29.23</td>
</tr>
<tr>
<td>Corrective action taken</td>
<td>6</td>
<td>9.23</td>
</tr>
<tr>
<td>Not enough information provided</td>
<td>3</td>
<td>4.62</td>
</tr>
<tr>
<td>Complaints open and unresolved</td>
<td>37</td>
<td>56.92</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>65</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>