

Table 2

Number of Complaints or Reports by Channels Through which
Complaints or Reports were Made

	Telephone	Electronic Mail	Facsimile	Mail	Online Complaint Form
2006	5 125	219	57	126	24
2007	4 567	226	64	129	167
2008	5 625	331	47	171	272
2009	5 081	268	49	94	186
2010	5 160	310	32	90	158