

APPENDIX G

Conduct Complaints.

Please find below the total number of **Conduct issue (LICOND) requests** we have received between 11.01.2016 - 11.01.2017, including how many are currently open & closed.

Total number = 193

Open = 75

Closed = 118

For info, total number of All service requests we have received between 11.01.2106 – 11.01.2017 are below, including how many are currently open & closed

Total number = 510

Open = 137

Closed = 373