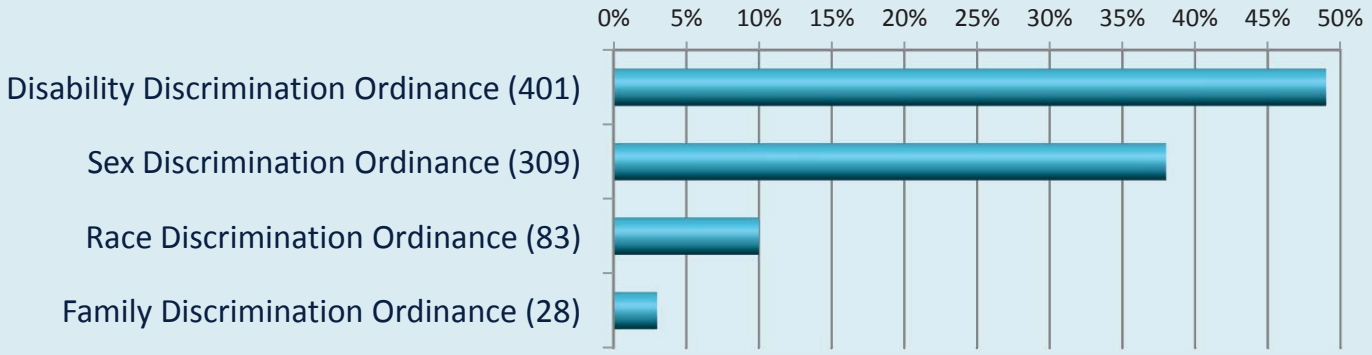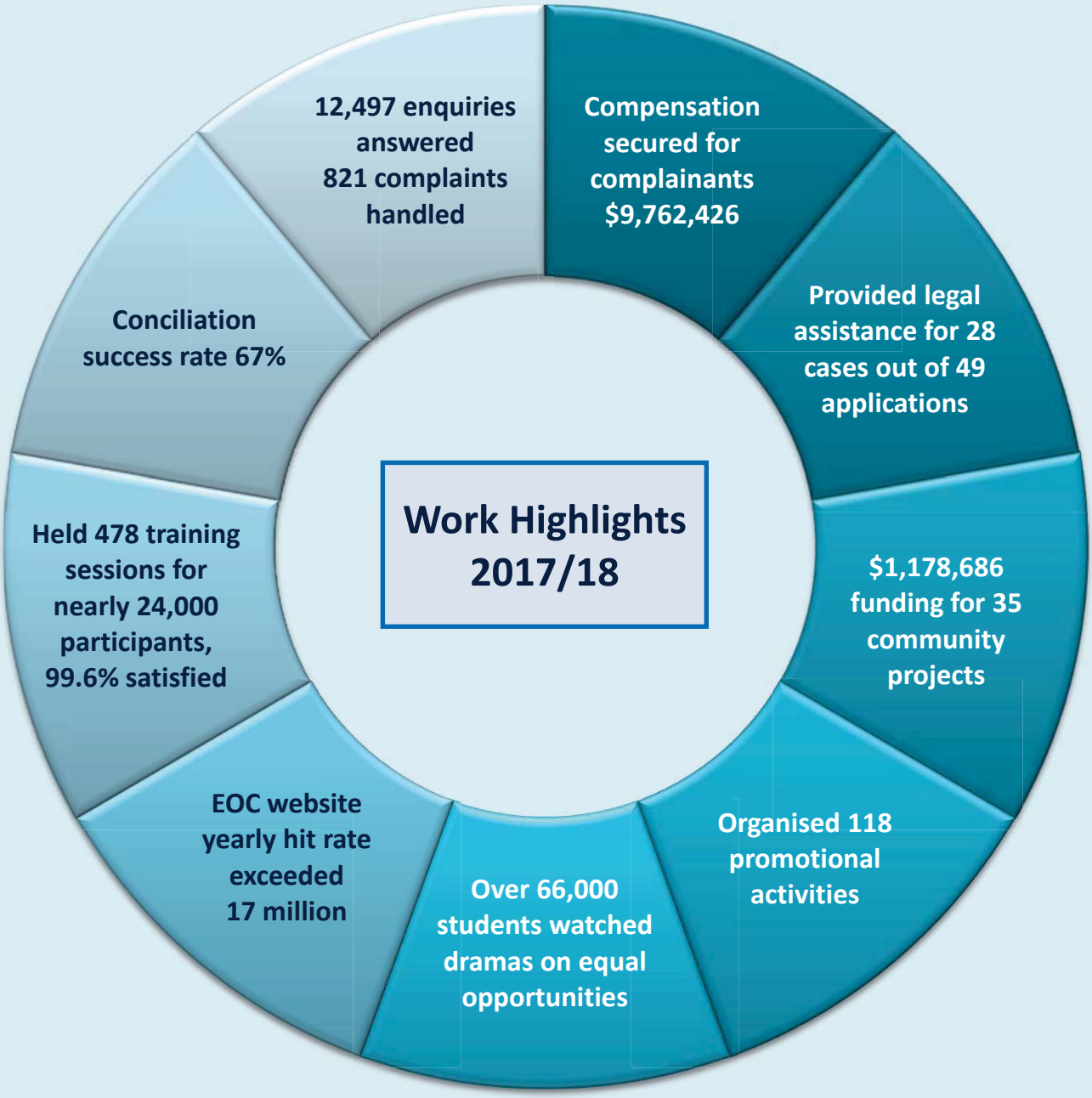Total Number of Complaints Handled in 2017/18: 821