

Table 3.
Summary of caseload, 2007–2008

	April 1, 2006, to March 31, 2007*	April 1, 2007, to March 31, 2008
Complaints received		
Complaints carried over from the previous year	1,453	1,420
New complaints received during the year	1,317	2,387
Complaints cancelled during the year	82	108
Complaints closed during the year	1,268	1,381
Complaints pending at year-end	1,420	2,318

Commissioner-initiated systemic investigations		
Complaints carried over from the previous year	423	237
New complaints initiated during the year	393	0
Complaints closed during the year	579	237
Complaints pending at year-end	237	0
Report Cards initiated during the year	17	10

* figures adjusted at year end