

COMPLAINTS AND ENQUIRIES

For the period ending 31 December 2020, the SC received:

- 1,482 complaints
- 2,193 enquiries

TABLE 1

	2020	2019	2018
Complaints	1,482	821	558
Enquiries	2,193	1,336	1,104

CHART 1

Classification of complaints

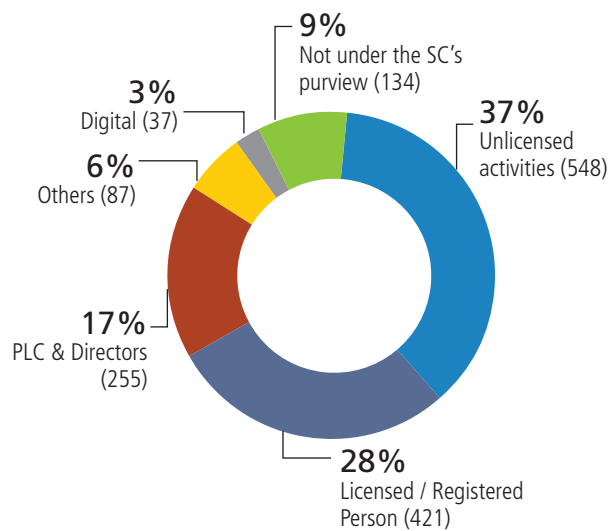


CHART 2

Classification of enquiries

