



Complaints/ Grievances Summary

No.	Year	Policy Implementation Status	Reporting Status	Compliance Benchmarking	No. of Issues Reported	Categories of Complaints	No. of unsolved complaints/grievances
1.	2015 - 16	Implemented	Active	✓	-	-	Nil
2.	2016 - 17	Implemented	Active	✓	-	-	Nil to date, year in progress