

TABLE-Grievance Activity Statistics-July 1, 2011, to June 30, 2012

UNIT	# of New Consultations	# of New Grievances Filed	Grievances Concluded from Prior Year & Grievances Pending From Prior Year	# Resolved Informally	Other Resolutions
A & S	2		1 Concluded	1	1 Resolved
CEHD	4	1 Old Process 1 New Process	1 Concluded		1 Resolved 1 Referral to Ombud
Medicine	5	2 Old Process			1 Referral to Ombud 3 Information Requested 2 Grievances Pending as of 6-30-12
Speed School	1				1 Information Requested
2011-12 TOTALS	12	4 1 New Process 3 Old Process	2 Concluded	1 Known to FGO	10 2 Grievances Pending as of 6-30-12
2010-11	12	0	12 Resolved 2 Pending	2 Others have unknown resolution	2 Pending as of 6-30-2011
2009-10	19	14	6	1	11 Pending as of 6-30-2010
2008-09	19	26	3	1	12 Pending as of 6-2009
2007-08	17	22	4	1	n/a