



# No FEAR Act

Equal Employment Opportunity Data

Fiscal Year 2021, Fourth Quarter



U.S. Customs and  
Border Protection

*Office of the Commissioner*

## Table of Contents

1. Complaint Activity .....	pg. 3
2. Complaints by Basis .....	pg. 3
3. Complaints by Issue .....	pg. 4
4. Processing Time .....	pg. 5
5. Complaints Dismissed by the Agency.....	pg. 6
6. Complaints Withdrawn by Complainants .....	pg. 6
7. Total Final Agency Actions Finding Discrimination .....	pg. 6
8. Findings of Discrimination Rendered by Basis.....	pg. 7
9. Findings of Discrimination Rendered by Issue .....	pg. 10
10. Pending Complaints Filed in Previous Fiscal Years by Status .....	pg. 16
11. Complaint Investigations.....	pg. 16

**Equal Employment Opportunity Data Posted Pursuant to the No Fear Act:**

**CBP – 4th Quarter 2021 for period ending September 30, 2021**

**1. Complaint Activity**

<b>Total</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Number of Complaints Filed	310	268	422	355	371	364
Number of Complainants	296	262	404	338	352	344
Repeat Filers	14	5	18	16	16	17

**2. Complaints by Basis**

Note: Complaints can be filed alleging multiple bases. The sum of the bases may not be equal to the total complaints filed.

<b>Basis</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Race	67	65	101	84	100	81
Color	21	17	27	16	31	14
Religion	9	10	17	19	15	17
Reprisal	138	128	181	186	198	184
Sex	100	88	119	108	119	110
PDA	4	6	3	4	2	4
National Origin	77	57	114	70	86	56
Equal Pay Act	0	2	0	1	1	0
Age	80	66	114	95	112	95
Disability	88	59	91	102	108	101
Genetics	2	1	1	1	2	2
Non-EEO	18	16	26	15	31	48

### 3. Complaints by Issue

Note: Complaints can be filed alleging multiple issues. The sum of the issues may not be equal to the total complaints filed.

<b>Issue</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Appointment/Hire	10	15	26	27	23	14
Assignment of Duties	51	46	122	68	91	124
Awards	9	8	10	10	16	9
Conversion to Full Time/Perm Status	1	0	0	0	0	0
Discipline: Demotion	0	1	6	2	2	2
Discipline: Reprimand	5	25	17	16	20	18
Discipline: Suspension	17	15	17	10	22	17
Discipline: Removal	4	3	2	11	5	12
Duty Hours	8	2	8	10	16	15
Perf. Eval./Appraisal	5	10	6	11	17	16
Examination/Test	2	2	11	11	6	2
Harassment: Non-Sexual	151	125	169	166	194	174
Harassment: Sexual	7	13	14	22	14	11
Medical Examination	9	5	13	10	11	5
Pay Including Overtime	7	15	11	22	24	26
Promotion/Non-Selection	66	62	74	58	69	58
Reassignment: Denied	11	3	11	7	8	7
Reassignment: Directed	3	4	16	14	10	10
Reasonable Accommodation Disability	21	18	24	35	37	23
Reinstatement	1	0	2	1	1	2
Religious Accommodation	3	2	4	2	5	3
Retirement	1	0	0	4	3	3
Sex-Stereotyping	1	0	0	0	0	0
Telework	3	1	3	2	8	11
Termination	11	11	24	23	30	24
Terms/Conditions of Employment	16	18	32	45	39	36
Time and Attendance	22	20	27	50	45	66
Training	9	14	12	16	19	10

#### 4. Processing Time

##### a. Complaints Pending During Fiscal Year

<b>Processing Time</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Average Number of Days in Investigation	181.06	228.10	233.31	225.42	239.98	395.90
Average Number of Days in Final Action	62.79	99.28	106.44	90.36	162.90	183.12

##### b. Complaints Pending During Fiscal Year Where Hearing was Requested

<b>Processing Time</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Average Number of Days in Investigation	182.78	223.08	232.26	230.93	228.24	370.53
Average Number of Days in Final Action	50.85	64.64	74.00	60.86	94.23	68.47

##### c. Complaints Pending During Fiscal Year Where Hearing was Not Requested

<b>Processing Time</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Average Number of Days in Investigation	182.69	240.37	246.12	223.00	267.15	332.32
Average Number of Days in Final Action	81.50	146.24	150.15	175.19	361.70	372.19

## 5. Complaints Dismissed by the Agency

<b>Complaints Dismissed by Agency</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Total Complaints Dismissed by Agency	23	19	55	41	18	14
Average Days Pending Prior to Dismissal	104	119	136	143	225	494

## 6. Complaints Withdrawn by Complainants

<b>Complaints Withdrawn by Complainants</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Total Complaints Withdrawn by Complainants	41	27	46	50	50	48

## 7. Total Final Agency Actions Finding Discrimination

### a. Final Agency Actions Finding Discrimination: Breakdown by Number

<b>Total Final Agency Actions Finding Discrimination</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Findings Without Hearing	6	3	1	3	7	4
Findings With Hearing	3	0	1	1	12	0
<b>Total Number of Findings</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>19</b>	<b>4</b>

### b. Final Agency Actions Finding Discrimination: Breakdown by Percentage

<b>Total Final Agency Actions Finding Discrimination</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Findings Without Hearing	67%	100%	50%	75%	37%	100%
Findings With Hearing	33%	0%	50%	25%	63%	0%

## 8. Findings of Discrimination Rendered by Basis

Note: Complaints can be filed alleging multiple bases. The sum of the bases may not be equal to the total complaints filed.

### a. Total Number of Findings

#### 1. Basis Breakdown by Number

Basis	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Race	2	1	0	0	4	0
Color	1	0	0	0	0	0
Religion	0	0	0	0	0	0
Reprisal	5	3	1	2	10	1
Sex	6	2	0	2	4	1
PDA	0	0	0	0	1	0
National Origin	3	1	0	0	4	0
Equal Pay Act	0	0	0	0	0	0
Age	2	2	0	1	4	0
Disability	3	0	0	1	9	0
Genetics	0	0	0	0	0	0
Non-EEO	1	0	0	0	2	0
<b>Total</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>19</b>	<b>2</b>

#### 2. Basis Breakdown by Percentage

Basis	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Race	25%	33%	0%	0%	21%	0%
Color	13%	0%	0%	0%	0%	0%
Religion	0%	0%	0%	0%	0%	0%
Reprisal	63%	100%	100%	50%	53%	50%
Sex	75%	67%	0%	50%	21%	50%
PDA	0%	0%	0%	0%	5%	0%
National Origin	38%	33%	0%	0%	21%	0%
Equal Pay Act	0%	0%	0%	0%	0%	0%
Age	25%	67%	0%	25%	21%	0%
Disability	38%	0%	0%	25%	47%	0%
Genetics	0%	0%	0%	0%	0%	0%
Non-EEO	13%	0%	0%	0%	11%	0%

**b. Findings After Hearing**

**1. Basis Breakdown by Number**

<b>Basis</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Race	1	0	0	0	3	0
Color	0	0	0	0	0	0
Religion	0	0	0	0	0	0
Reprisal	3	0	1	1	8	0
Sex	3	0	0	1	1	0
PDA	0	0	0	0	1	0
National Origin	3	0	0	0	4	0
Equal Pay Act	0	0	0	0	0	0
Age	2	0	0	0	3	0
Disability	1	0	0	0	6	0
Genetics	0	0	0	0	0	0
Non-EEO	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>0</b>

**2. Basis Breakdown by Percentage**

<b>Basis</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Race	33%	0%	0%	0%	25%	0%
Color	0%	0%	0%	0%	0%	0%
Religion	0%	0%	0%	0%	0%	0%
Reprisal	100%	0%	100%	100%	67%	0%
Sex	100%	0%	0%	100%	8%	0%
PDA	0%	0%	0%	0%	8%	0%
National Origin	100%	0%	0%	0%	33%	0%
Equal Pay Act	0%	0%	0%	0%	0%	0%
Age	67%	0%	0%	0%	25%	0%
Disability	33%	0%	0%	0%	50%	0%
Genetics	0%	0%	0%	0%	0%	0%
Non-EEO	0%	0%	0%	0%	0%	0%



**c. Findings Without Hearing**

**1. Basis Breakdown by Number**

<b>Basis</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Race	1	1	0	0	1	0
Color	1	0	0	0	0	0
Religion	0	0	0	0	0	0
Reprisal	2	3	0	1	2	1
Sex	3	2	0	1	3	1
PDA	0	0	0	0	0	0
National Origin	0	1	0	0	0	0
Equal Pay Act	0	0	0	0	0	0
Age	0	2	0	1	1	0
Disability	2	0	0	1	3	0
Genetics	0	0	0	0	0	0
Non-EEO	1	0	0	0	2	0
<b>Total</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>2</b>

**2. Basis Breakdown by Percentage**

<b>Basis</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Race	20%	33%	0%	0%	14%	0%
Color	20%	0%	0%	0%	0%	0%
Religion	0%	0%	0%	0%	0%	0%
Reprisal	40%	100%	0%	33%	29%	50%
Sex	60%	67%	0%	33%	43%	50%
PDA	0%	0%	0%	0%	0%	0%
National Origin	0%	33%	0%	0%	0%	0%
Equal Pay Act	0%	0%	0%	0%	0%	0%
Age	0%	67%	0%	33%	14%	0%
Disability	40%	0%	0%	33%	43%	0%
Genetics	0%	0%	0%	0%	0%	0%
Non-EEO	20%	0%	0%	0%	29%	0%

## 9. Findings of Discrimination Rendered by Issue

### a. Total Number of Findings by Issue

#### 1. Issue Breakdown by Number

Issue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Appointment/Hire	0	0	0	0	2	0
Assignment of Duties	2	2	0	1	2	0
Awards	1	0	0	1	1	0
Conversion to Full Time/Perm Status	0	0	0	0	0	0
Discipline: Demotion	0	0	0	0	0	0
Discipline: Reprimand	0	0	0	0	1	0
Discipline: Suspension	0	0	0	0	0	0
Discipline: Removal	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0
Perf. Eval./Appraisal	0	0	0	1	1	0
Examination/Test	0	0	0	0	0	0
Harassment: Non-Sexual	2	1	0	1	10	2
Harassment: Sexual	2	0	0	0	3	0
Medical Examination	0	0	0	0	1	0
Pay Including Overtime	0	0	0	0	0	0
Promotion/Non-Selection	2	0	0	1	1	0
Reassignment: Denied	0	0	0	0	0	0
Reassignment: Directed	0	0	0	1	1	0
Reasonable Accommodation Disability	1	0	0	1	0	0
Reinstatement	0	0	0	0	0	0
Religious Accommodation	0	0	0	0	0	0
Retirement	0	0	0	0	0	0
Sex-Stereotyping	0	0	0	0	0	0
Telework	0	0	0	0	1	0
Termination	0	0	0	0	0	0
Terms/Conditions of Employment	0	1	1	0	1	0
Time and Attendance	0	0	0	1	1	0
Training	0	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>19</b>	<b>1</b>

## 2. Issue Breakdown by Percentage

Issue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Appointment/Hire	0%	0%	0%	0%	11%	0%
Assignment of Duties	25%	67%	0%	25%	11%	0%
Awards	13%	0%	0%	25%	5%	0%
Conversion to Full Time/Perm Status	0%	0%	0%	0%	0%	0%
Discipline: Demotion	0%	0%	0%	0%	0%	0%
Discipline: Reprimand	0%	0%	0%	0%	5%	0%
Discipline: Suspension	0%	0%	0%	0%	0%	0%
Discipline: Removal	0%	0%	0%	0%	0%	0%
Duty Hours	0%	0%	0%	0%	0%	0%
Perf. Eval./Appraisal	0%	0%	0%	25%	5%	0%
Examination/Test	0%	0%	0%	0%	0%	0%
Harassment: Non-Sexual	25%	33%	0%	25%	53%	100%
Harassment: Sexual	25%	0%	0%	0%	16%	0%
Medical Examination	0%	0%	0%	0%	5%	0%
Pay Including Overtime	0%	0%	0%	0%	0%	0%
Promotion/Non-Selection	25%	0%	0%	25%	5%	0%
Reassignment: Denied	0%	0%	0%	0%	0%	0%
Reassignment: Directed	0%	0%	0%	25%	5%	0%
Reasonable Accommodation Disability	13%	0%	0%	25%	0%	0%
Reinstatement	0%	0%	0%	0%	0%	0%
Religious Accommodation	0%	0%	0%	0%	0%	0%
Retirement	0%	0%	0%	0%	0%	0%
Sex-Stereotyping	0%	0%	0%	0%	0%	0%
Telework	0%	0%	0%	0%	5%	0%
Termination	0%	0%	0%	0%	0%	0%
Terms/Conditions of Employment	0%	33%	100%	0%	5%	0%
Time and Attendance	0%	0%	0%	25%	5%	0%
Training	0%	0%	0%	0%	0%	0%

## b. Findings After Hearing

### 1. Issue Breakdown by Number

Issue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Appointment/Hire	0	0	0	0	2	0
Assignment of Duties	1	0	0	1	1	0
Awards	1	0	0	1	1	0
Conversion to Full Time/Perm Status	0	0	0	0	0	0
Discipline: Demotion	0	0	0	0	0	0
Discipline: Reprimand	0	0	0	0	0	0
Discipline: Suspension	0	0	0	0	0	0
Discipline: Removal	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0
Perf. Eval./Appraisal	0	0	0	0	1	0
Examination/Test	0	0	0	0	0	0
Harassment: Non-Sexual	0	0	0	0	6	0
Harassment: Sexual	0	0	0	0	0	0
Medical Examination	0	0	0	0	1	0
Pay Including Overtime	0	0	0	0	0	0
Promotion/Non-Selection	2	0	0	1	1	0
Reassignment: Denied	0	0	0	0	0	0
Reassignment: Directed	0	0	0	0	1	0
Reasonable Accommodation Disability	0	0	0	0	0	0
Reinstatement	0	0	0	0	0	0
Religious Accommodation	0	0	0	0	0	0
Retirement	0	0	0	0	0	0
Sex-Stereotyping	0	0	0	0	0	0
Telework	0	0	0	0	0	0
Termination	0	0	0	0	0	0
Terms/Conditions of Employment	0	0	1	0	0	0
Time and Attendance	0	0	0	1	0	0
Training	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>0</b>

## 2. Issue Breakdown by Percentage

Issue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Appointment/Hire	0%	0%	0%	0%	17%	0%
Assignment of Duties	33%	0%	0%	100%	8%	0%
Awards	33%	0%	0%	100%	8%	0%
Conversion to Full Time/Perm Status	0%	0%	0%	0%	0%	0%
Discipline: Demotion	0%	0%	0%	0%	0%	0%
Discipline: Reprimand	0%	0%	0%	0%	0%	0%
Discipline: Suspension	0%	0%	0%	0%	0%	0%
Discipline: Removal	0%	0%	0%	0%	0%	0%
Duty Hours	0%	0%	0%	0%	0%	0%
Perf. Eval./Appraisal	0%	0%	0%	0%	8%	0%
Examination/Test	0%	0%	0%	0%	0%	0%
Harassment: Non-Sexual	0%	0%	0%	0%	50%	0%
Harassment: Sexual	0%	0%	0%	0%	0%	0%
Medical Examination	0%	0%	0%	0%	8%	0%
Pay Including Overtime	0%	0%	0%	0%	0%	0%
Promotion/Non-Selection	67%	0%	0%	100%	8%	0%
Reassignment: Denied	0%	0%	0%	0%	0%	0%
Reassignment: Directed	0%	0%	0%	0%	8%	0%
Reasonable Accommodation Disability	0%	0%	0%	0%	0%	0%
Reinstatement	0%	0%	0%	0%	0%	0%
Religious Accommodation	0%	0%	0%	0%	0%	0%
Retirement	0%	0%	0%	0%	0%	0%
Sex-Stereotyping	0%	0%	0%	0%	0%	0%
Telework	0%	0%	0%	0%	0%	0%
Termination	0%	0%	0%	0%	0%	0%
Terms/Conditions of Employment	0%	0%	100%	0%	0%	0%
Time and Attendance	0%	0%	0%	100%	0%	0%
Training	0%	0%	0%	0%	0%	0%

**c. Findings Without Hearing**

**1. Issue Breakdown by Number**

<b>Issue</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Appointment/Hire	0	0	0	0	0	0
Assignment of Duties	1	2	0	0	1	0
Awards	0	0	0	0	0	0
Conversion to Full Time/Perm Status	0	0	0	0	0	0
Discipline: Demotion	0	0	0	0	0	0
Discipline: Reprimand	0	0	0	0	1	0
Discipline: Suspension	0	0	0	0	0	0
Discipline: Removal	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0
Perf. Eval./Appraisal	0	0	0	1	0	0
Examination/Test	0	0	0	0	0	0
Harassment: Non-Sexual	2	1	0	1	4	2
Harassment: Sexual	2	0	0	0	3	0
Medical Examination	0	0	0	0	0	0
Pay Including Overtime	0	0	0	0	0	0
Promotion/Non-Selection	0	0	0	0	0	0
Reassignment: Denied	0	0	0	0	0	0
Reassignment: Directed	0	0	0	1	0	0
Reasonable Accommodation Disability	1	0	0	1	0	0
Reinstatement	0	0	0	0	0	0
Religious Accommodation	0	0	0	0	0	0
Retirement	0	0	0	0	0	0
Sex-Stereotyping	0	0	0	0	0	0
Telework	0	0	0	0	1	0
Termination	0	0	0	0	0	0
Terms/Conditions of Employment	0	1	0	0	1	0
Time and Attendance	0	0	0	0	1	0
Training	0	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>2</b>

## 2. Issue Breakdown by Percentage

Issue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Appointment/Hire	0%	0%	0%	0%	0%	0%
Assignment of Duties	20%	67%	0%	0%	14%	0%
Awards	0%	0%	0%	0%	0%	0%
Conversion to Full Time/Perm Status	0%	0%	0%	0%	0%	0%
Discipline: Demotion	0%	0%	0%	0%	0%	0%
Discipline: Reprimand	0%	0%	0%	0%	14%	0%
Discipline: Suspension	0%	0%	0%	0%	0%	0%
Discipline: Removal	0%	0%	0%	0%	0%	0%
Duty Hours	0%	0%	0%	0%	0%	0%
Perf. Eval./Appraisal	0%	0%	0%	33%	0%	0%
Examination/Test	0%	0%	0%	0%	0%	0%
Harassment: Non-Sexual	40%	33%	0%	33%	57%	100%
Harassment: Sexual	40%	0%	0%	0%	43%	0%
Medical Examination	0%	0%	0%	0%	0%	0%
Pay Including Overtime	0%	0%	0%	0%	0%	0%
Promotion/Non-Selection	0%	0%	0%	0%	0%	0%
Reassignment: Denied	0%	0%	0%	0%	0%	0%
Reassignment: Directed	0%	0%	0%	33%	0%	0%
Reasonable Accommodation Disability	20%	0%	0%	33%	0%	0%
Reinstatement	0%	0%	0%	0%	0%	0%
Religious Accommodation	0%	0%	0%	0%	0%	0%
Retirement	0%	0%	0%	0%	0%	0%
Sex-Stereotyping	0%	0%	0%	0%	0%	0%
Telework	0%	0%	0%	0%	14%	0%
Termination	0%	0%	0%	0%	0%	0%
Terms/Conditions of Employment	0%	33%	0%	0%	14%	0%
Time and Attendance	0%	0%	0%	0%	14%	0%
Training	0%	0%	0%	0%	0%	0%

## 10. Pending Complaints Filed in Previous Fiscal Years by Status

### a. Total Complaints and Complainants

<b>Pending Complaints Filed in Previous Years by Status</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Total Complaints from Previous Fiscal Year	240	330	356	458	515	498
Total Complainants	214	295	317	416	465	439

### b. Number of Complaints Pending

<b>Status</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Investigation	0	3	2	52	65	137
ROI Issued, Pending Complainant's Action	0	5	1	1	2	13
Hearing	215	296	316	331	334	256
Final Agency Action	24	19	32	71	96	88
Appeal with EEOC Office of Federal Operations	69	84	118	152	178	189

## 11. Complaint Investigations

<b>Complaint Investigation</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Pending Complaints Where Investigations Exceed Required Time Frames	0	8	3	9	59	188