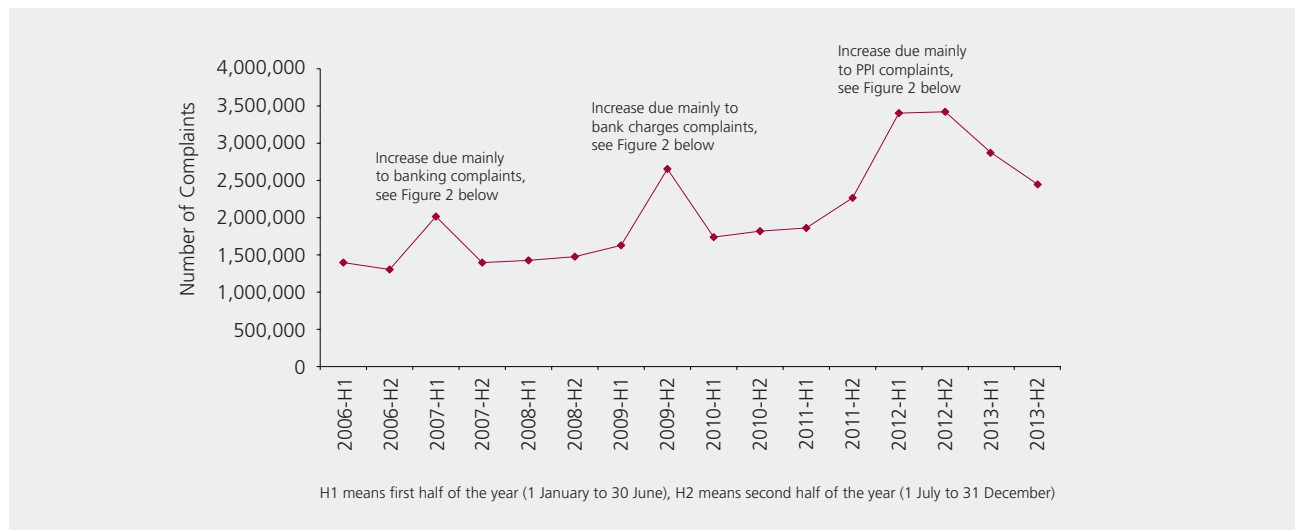


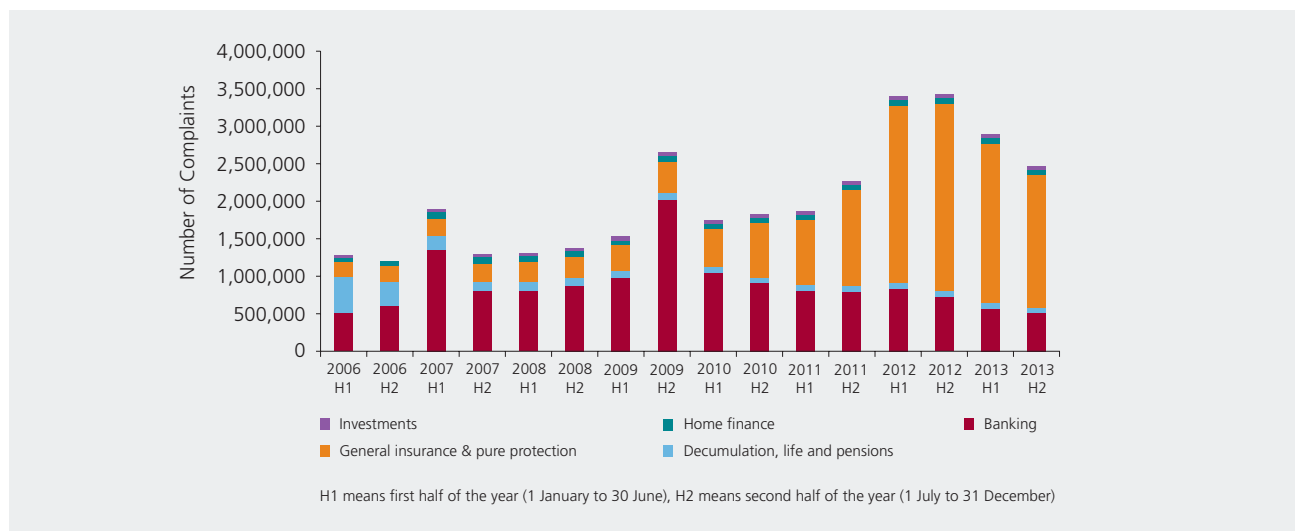
# Aggregate complaints data charts

## No. 3 / April 2014

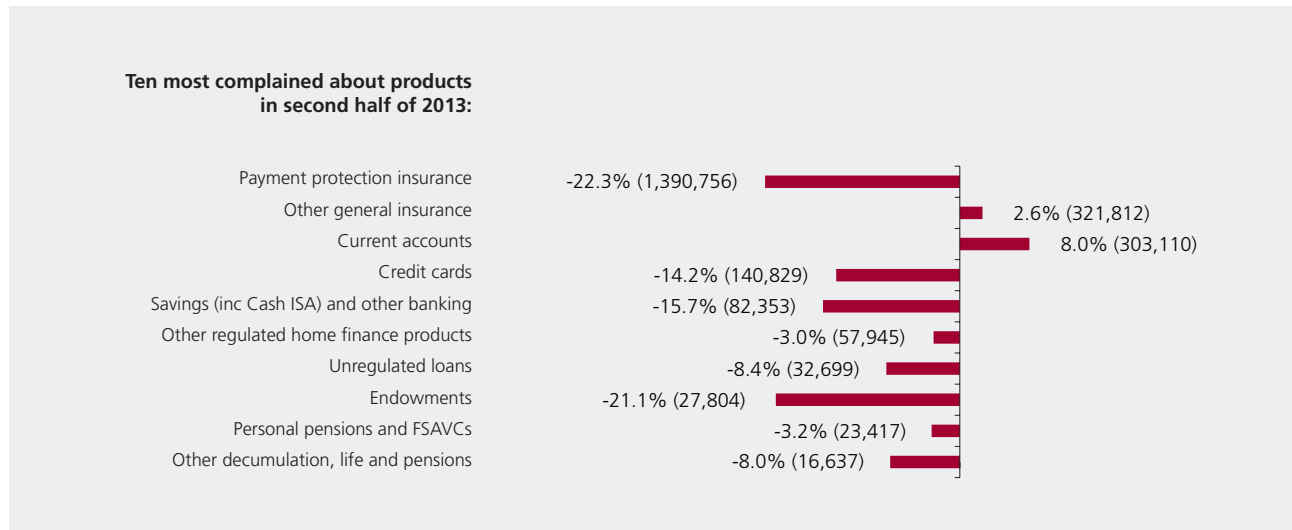
**Figure 1: Total open complaints over time**



**Figure 2: Number of opened complaints by type of product**



**Figure 3: Percentage change in volume of opened complaints for the ten most complained about product types between 2013 H1 and 2013 H2**



**Figure 4: Percentage of complaints closed within 8 weeks by type of product**

