

**Administration for Children and Families (ACF)
EEO Complaint Data Posted Per No FEAR Act
Fiscal Year 2021 As of March 31, 2021**

| Complaint Activity and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Complaint Activity | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Number of Complaints Filed | 23 | 18 | 18 | 16 | 14 | 2 |
| Number of Complainants | 22 | 17 | 16 | 13 | 14 | 2 |
| Repeat Filers | 1 | 1 | 1 | 1 | 0 | 0 |

| Complaint by Basis and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Complaints by Basisⁱ | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Race | 14 | 5 | 7 | 7 | 10 | 1 |
| Color | 3 | 2 | 4 | 3 | 4 | 1 |
| Religion | 2 | 0 | 1 | 1 | 3 | 0 |
| Reprisal | 17 | 12 | 12 | 11 | 10 | 2 |
| Sex | 9 | 8 | 9 | 9 | 7 | 1 |
| PDA | 0 | 0 | 0 | 0 | 0 | 0 |
| National Origin | 1 | 3 | 3 | 3 | 2 | 0 |
| Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 |
| Age | 8 | 6 | 2 | 8 | 5 | 0 |
| Disability | 8 | 9 | 11 | 10 | 7 | 1 |
| Genetics | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-EEO | 0 | 0 | 0 | 0 | 1 | 0 |

| Complaint by Issue and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Complaints by Issueⁱⁱ | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Appointment/Hire | 3 | 1 | 0 | 0 | 1 | 0 |
| Assignment of Duties | 5 | 6 | 4 | 4 | 4 | 1 |

| Complaint by Issue and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Complaints by Issueⁱⁱ | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Awards | 0 | 0 | 2 | 0 | 0 | 0 |
| Conversion to Full Time/Perm Status | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Demotion | 0 | 0 | 1 | 0 | 1 | 0 |
| Disciplinary Action - Reprimand | 2 | 3 | 1 | 1 | 3 | 1 |
| Disciplinary Action – Suspension | 2 | 2 | 2 | 0 | 3 | 1 |
| Disciplinary Action - Removal | 0 | 0 | 1 | 1 | 1 | 0 |
| Disciplinary Action - Other | 1 | 0 | 0 | 0 | 0 | 0 |
| Duty Hours | 0 | 0 | 1 | 0 | 0 | 0 |
| Performance Evaluation/Appraisal | 7 | 8 | 8 | 6 | 8 | 1 |
| Examination/Test | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Sexual Harassment | 17 | 10 | 14 | 12 | 10 | 2 |
| Sexual Harassment | 0 | 2 | 0 | 0 | 1 | 0 |
| Medical Examination | 0 | 0 | 0 | 0 | 0 | 0 |
| Pay including overtime | 0 | 0 | 0 | 0 | 0 | 1 |
| Promotion/Non-Selection | 4 | 2 | 0 | 2 | 1 | 0 |
| Denied Reassignment | 2 | 1 | 1 | 0 | 2 | 0 |
| Directed Reassignment | 0 | 0 | 1 | 0 | 0 | 0 |
| Reasonable Accommodation Disability | 4 | 6 | 6 | 6 | 5 | 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 | 1 | 3 | 1 | 5 | 0 |
| Termination | 3 | 3 | 0 | 0 | 3 | 0 |

| Complaint by Issue and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Complaints by Issueⁱⁱ | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Terms/Conditions of Employment | 4 | 5 | 4 | 6 | 3 | 0 |
| Time and Attendance | 3 | 2 | 3 | 3 | 1 | 1 |
| Training | 2 | 2 | 5 | 1 | 4 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |

| Complaint Processing Time and Previous Five Years Comparative Data | | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|---|
| Processing Time | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Average number of days all complaints pending in investigation during fiscal year | 172.65 | 157.95 | 171.75 | 180.11 | 169.36 | 176.40 |
| Average number of days all complaints pending final action during fiscal year | 122.20 | 64.50 | 55.09 | 74.33 | 107.67 | 25.00 |
| Average number of days complaint pending in investigation during fiscal year where hearing was requested | 173.62 | 177.46 | 155.20 | 191.73 | 184.33 | 160.50 |
| Average number of days complaints pending final action during fiscal year where hearing was requested | 149.50 | 22.00 | 54.00 | 36.75 | 90.62 | 39.00 |
| Average number of days complaints pending in investigation during fiscal year where hearing was not requested | 171.78 | 129.78 | 183.57 | 161.86 | 155.75 | 240.00 |
| Average number of days complaint pending final action during fiscal year where hearing was not requested | 104.00 | 73.00 | 55.50 | 104.40 | 244.00 | 11.00 |

| Complaint Dismissed by Agency and Previous Five Years Comparative Data | | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|---|
| Complaints Dismissed by Agency | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Total Complaints Dismissed by Agency | 0 | 0 | 1 | 0 | 3 | 0 |

| Complaint Dismissed by Agency and Previous Five Years Comparative Data | | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|---|
| Complaints Dismissed by Agency | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Average days pending prior to dismissal | 0 | 0 | 58 | 0 | 44 | 0 |

| Complaints Withdrawn by Complainants and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Complaints Withdrawn by Complainants | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Total Complaints Withdrawn by Complainants | 0 | 3 | 1 | 0 | 4 | 0 |

| Total Final Agency Actions Finding Discrimination in FY 2019 and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Final Agency Actions Finding Discrimination | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Total Number of Findings | 0 | 0 | 0 | 0 | 0 | 0 |
| Without Hearing | 0 | 0 | 0 | 0 | 0 | 0 |
| With Hearing | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Basis and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Total Number of Findings by Basis | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Race | 0 | 0 | 0 | 0 | 0 | 0 |
| Color | 0 | 0 | 0 | 0 | 0 | 0 |
| Religion | 0 | 0 | 0 | 0 | 0 | 0 |
| Reprisal | 0 | 0 | 0 | 0 | 0 | 0 |
| Sex | 0 | 0 | 0 | 0 | 0 | 0 |
| PDA | 0 | 0 | 0 | 0 | 0 | 0 |
| National Origin | 0 | 0 | 0 | 0 | 0 | 0 |
| Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 |
| Age | 0 | 0 | 0 | 0 | 0 | 0 |
| Disability | 0 | 0 | 0 | 0 | 0 | 0 |
| Genetics | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Basis and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Total Number of Findings by Basis | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Non-EEO | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Basis After Hearing and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Findings by Basis - After Hearing | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Race | 0 | 0 | 0 | 0 | 0 | 0 |
| Color | 0 | 0 | 0 | 0 | 0 | 0 |
| Religion | 0 | 0 | 0 | 0 | 0 | 0 |
| Reprisal | 0 | 0 | 0 | 0 | 0 | 0 |
| Sex | 0 | 0 | 0 | 0 | 0 | 0 |
| PDA | 0 | 0 | 0 | 0 | 0 | 0 |
| National Origin | 0 | 0 | 0 | 0 | 0 | 0 |
| Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 |
| Age | 0 | 0 | 0 | 0 | 0 | 0 |
| Disability | 0 | 0 | 0 | 0 | 0 | 0 |
| Genetics | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-EEO | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Basis Without Hearing and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Findings by Basis – Without Hearing | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Race | 0 | 0 | 0 | 0 | 0 | 0 |
| Color | 0 | 0 | 0 | 0 | 0 | 0 |
| Religion | 0 | 0 | 0 | 0 | 0 | 0 |
| Reprisal | 0 | 0 | 0 | 0 | 0 | 0 |
| Sex | 0 | 0 | 0 | 0 | 0 | 0 |
| PDA | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Basis Without Hearing and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Findings by Basis – Without Hearing | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| National Origin | 0 | 0 | 0 | 0 | 0 | 0 |
| Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 |
| Age | 0 | 0 | 0 | 0 | 0 | 0 |
| Disability | 0 | 0 | 0 | 0 | 0 | 0 |
| Genetics | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-EEO | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Issue and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Total Number of Findings by Issue | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Appointment/Hire | 0 | 0 | 0 | 0 | 0 | 0 |
| Assignment of Duties | 0 | 0 | 0 | 0 | 0 | 0 |
| Awards | 0 | 0 | 0 | 0 | 0 | 0 |
| Conversion to Full Time/Perm Status | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Demotion | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Reprimand | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Suspension | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Removal | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Other | 0 | 0 | 0 | 0 | 0 | 0 |
| Duty Hours | 0 | 0 | 0 | 0 | 0 | 0 |
| Performance Evaluation/Appraisal | 0 | 0 | 0 | 0 | 0 | 0 |
| Examination/Test | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 |
| Medical Examination | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Issue and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Total Number of Findings by Issue | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Pay including overtime | 0 | 0 | 0 | 0 | 0 | 0 |
| Promotion/Non-Selection | 0 | 0 | 0 | 0 | 0 | 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 |
| Denied Reassignment | 0 | 0 | 0 | 0 | 0 | 0 |
| Directed Reassignment | 0 | 0 | 0 | 0 | 0 | 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 | 0 | 0 | 0 | 0 |
| Time and Attendance | 0 | 0 | 0 | 0 | 0 | 0 |
| Training | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Issue After Hearing and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Number of Findings by Issue - After Hearing | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Appointment/Hire | 0 | 0 | 0 | 0 | 0 | 0 |
| Assignment of Duties | 0 | 0 | 0 | 0 | 0 | 0 |
| Awards | 0 | 0 | 0 | 0 | 0 | 0 |
| Conversion to Full Time/Perm Status | 0 | 0 | 0 | 0 | 0 | 0 |

**Findings of Discrimination Rendered by Issue After Hearing and
Previous Five Years Comparative Data**

| Number of Findings by Issue - After Hearing | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Disciplinary Action - Demotion | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Reprimand | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action – Suspension | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Removal | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Other | 0 | 0 | 0 | 0 | 0 | 0 |
| Duty Hours | 0 | 0 | 0 | 0 | 0 | 0 |
| Performance Evaluation/Appraisal | 0 | 0 | 0 | 0 | 0 | 0 |
| Examination/Test | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 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 |
| 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 |
| Denied Reassignment | 0 | 0 | 0 | 0 | 0 | 0 |
| Directed Reassignment | 0 | 0 | 0 | 0 | 0 | 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 |

| Findings of Discrimination Rendered by Issue After Hearing and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---------------------------------|
| Number of Findings by Issue - After Hearing | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Termination | 0 | 0 | 0 | 0 | 0 | 0 |
| Terms/Conditions of Employment | 0 | 0 | 0 | 0 | 0 | 0 |
| Time and Attendance | 0 | 0 | 0 | 0 | 0 | 0 |
| Training | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Issue Without Hearing and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---------------------------------|
| Total Number of Findings by Issue – Without Hearing | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Appointment/Hire | 0 | 0 | 0 | 0 | 0 | 0 |
| Assignment of Duties | 0 | 0 | 0 | 0 | 0 | 0 |
| Awards | 0 | 0 | 0 | 0 | 0 | 0 |
| Conversion to Full Time/Perm Status | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Demotion | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Reprimand | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Suspension | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Removal | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action - Other | 0 | 0 | 0 | 0 | 0 | 0 |
| Duty Hours | 0 | 0 | 0 | 0 | 0 | 0 |
| Performance Evaluation/Appraisal | 0 | 0 | 0 | 0 | 0 | 0 |
| Examination/Test | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 |
| Medical Examination | 0 | 0 | 0 | 0 | 0 | 0 |

| Findings of Discrimination Rendered by Issue Without Hearing and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Total Number of Findings by Issue – Without Hearing | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Pay including overtime | 0 | 0 | 0 | 0 | 0 | 0 |
| Promotion/Non-Selection | 0 | 0 | 0 | 0 | 0 | 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 |
| Denied Reassignment | 0 | 0 | 0 | 0 | 0 | 0 |
| Directed Reassignment | 0 | 0 | 0 | 0 | 0 | 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 | 0 | 0 | 0 | 0 |
| Time and Attendance | 0 | 0 | 0 | 0 | 0 | 0 |
| Training | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |

| Pending Complaints Filed in Previous Fiscal Years by Status and Previous Five Years Comparative Data | | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|---|
| Final Agency Actions Finding Discrimination | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Total complaints from previous Fiscal Years | 18 | 22 | 18 | 21 | 14 | 19 |
| Total Complainants | 15 | 21 | 16 | 17 | 13 | 18 |

| Pending Complaints Filed in Previous Fiscal Years by Status and Previous Five Years Comparative Data | | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|---|
| Number complaints pending | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Investigation | 0 | 0 | 0 | 0 | 0 | 0 |
| ROI issued, pending Complainant's action | 0 | 0 | 0 | 0 | 0 | 0 |
| Hearing | 17 | 22 | 17 | 19 | 11 | 15 |
| Final Agency Action | 0 | 0 | 1 | 2 | 2 | 2 |
| Appeal with EEOC Office of Federal Operations | 3 | 2 | 3 | 3 | 4 | 4 |

| Complaint Investigations and Previous Five Years Comparative Data | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|---|
| Complaint Investigations | 2016 | 2017 | 2018 | 2019 | 2020 | FY 2021 As of 03/31/2021 |
| Pending Complaints Where Investigations Exceed Required Time Frames | 1 | 0 | 0 | 0 | 0 | 0 |

ⁱ *Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.*

ⁱⁱ *Complaints can be filed alleging multiple issues. The sum of the issues may not equal total complaints filed.*