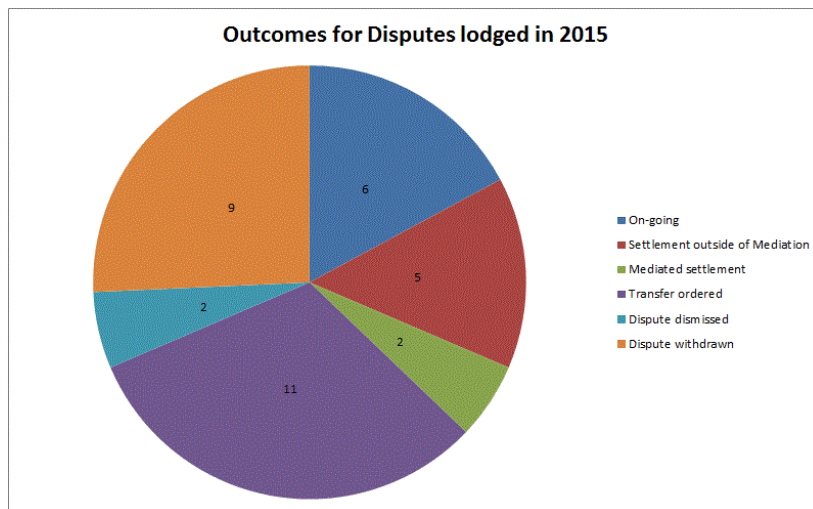


## Summary of Dispute Resolution Service Data for 2015

For the 2015 calendar year, to the end of December there have been a total of 35 complaints that have meet policy requirements.

There have been thirteen disputes that have been sent to expert determination, resulting in eleven transfers, and two dismissals. There have been a total of two disputes settled at mediation, and five disputes that have been settled outside of mediation. Also, nine disputes have been withdrawn for various reasons.

At the time of writing this summary, a total of six disputes are in various stages of processing



Month	Complaints	Settlement outside of mediation	Mediated settlement	Transfer ordered	Dispute dismissed	Cancellation ordered	Dispute withdrawn
<b>Total to date 2015</b>	<b>35</b>	<b>5</b>	<b>2</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>9</b>
12-2015	2	0	0	0	0	0	0
11-2015	2	0	0	0	0	0	0
10-2015	1	0	0	0	0	0	1
9-2015	2	0	1	0	1	0	0
8-2015	6	1	0	3	0	0	1
7-2015	3	0	0	1	0	0	1
6-2015	8	3	0	2	0	0	3
5-2015	4	1	0	1	0	0	2
4-2015	1	0	0	0	1	0	0
3-2015	2	0	0	2	0	0	0
2-2015	2	0	0	1	0	0	1
1-2015	2	0	1	1	0	0	0