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1	Overall Complaints 09/10				_	<u>'</u>		•••
2	Complaints from vulnerable groups 09/10							
3	Overall Complaints 08/09							
4	complaints from vulnerable groups 08/09							
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9	08/09 - 09/10 comparison							
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22	Overall Complaints Complaints		Overall Co		complaint			
23	09/10 vulnerable gr		08/	09	vulnerable groups			
24	09/10				08/0	9		
25								
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