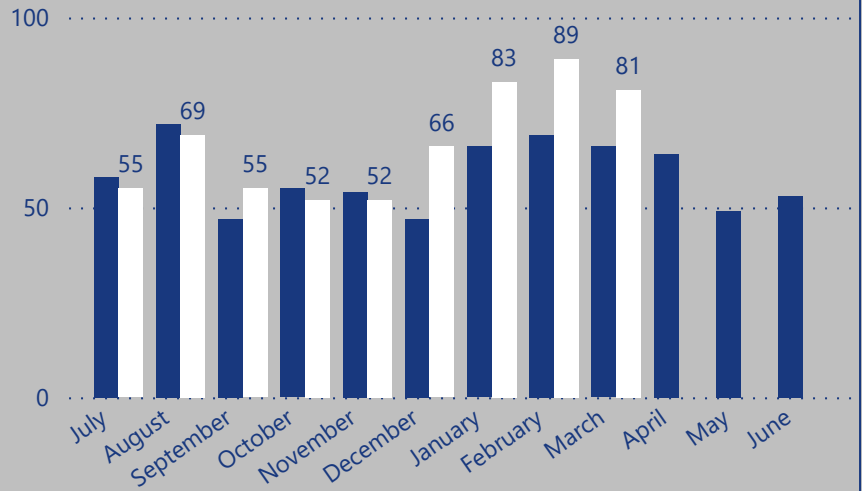




Complaints Received for Current and Prior FY

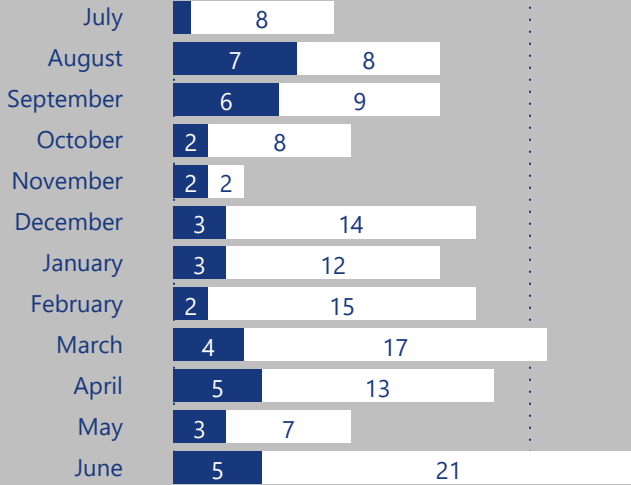
FY ● FY 2023 ● FY 2024



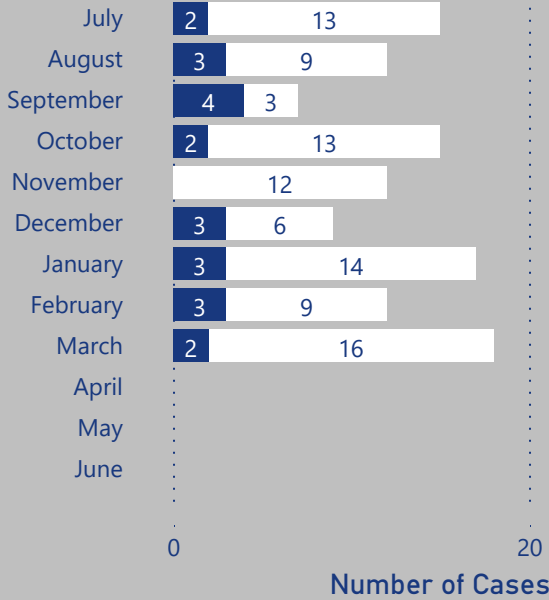
Case Resolution for Current and Prior FY

Outcome ● Substantiated ● Unsubstantiated

FY 2023

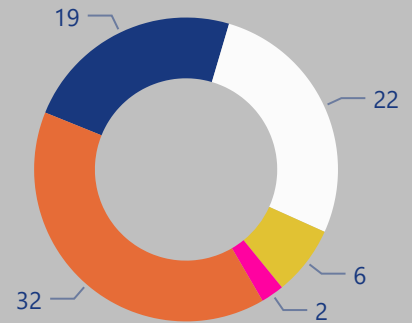


FY 2024



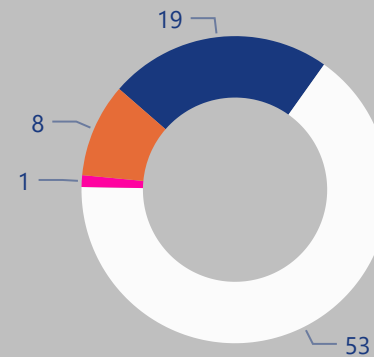
Complaint Intake for March

● Call
● Email
● U.S. Mail
● Voicemail
● Web Submission



Complaint Disposition for March

● Agency - IA
● Agency - Info
● OSIG Criminal
● OSIG Hotline



Top Secretaries by Complaints Received in March

Secretary of Health and Human Resources	26
Secretary of Public Safety and Homeland Security	20
Secretary of Transportation	11
Secretary of Education	8
Secretary of Natural and Historic Resources	2
Total	67

Top Agencies by Complaints Received in March

Department of Corrections	16
Department of Social Services	10
State Department of Health	9
Department of Transportation	7
Department of Motor Vehicles	4
Total	46

Top Allegations for Complaints Received in March

Other	24
Non-Compliance with Agency Policy	15
Time Abuse	11
Safety/Security Concerns	9
Inadequate Job Performance	7
Total	66

Number of Complaints Logged by Secretariat for the Prior Twelve Months

Secretaries ▲	FY 2023		FY 2024									Total		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb		Mar	
Secretary of Administration	3	1	2	1	3	1	2	3	2	2	2	1	1	22
Secretary of Agriculture and Forestry		3		1	1		1		1	1		1		9
Secretary of Commerce and Trade	2		6	3	1	1	1			2	1	1		18
Secretary of Education	9	8	7	8	10	9	6	5	6	7	17	8		100
Secretary of Finance			2	1	1	2	2	3	1	2	2	1		17
Secretary of Health and Human Resources	16	11	15	15	17	11	13	14	13	17	18	26		186
Secretary of Labor	10	3	3	7	1	4	4	1	2	9		1		45
Secretary of Natural and Historic Resources	1	1			3	1	3	2	3	1		2		17
Secretary of Public Safety and Homeland Security	9	10	8	12	19	14	13	8	22	33	31	20		199
Secretary of Transportation	10	3	5	4	7	7	5	8	4	4	15	11		83
Secretary of Veterans and Defense Affairs	1	1	1		2	2		3	2	1		2		15
Total	61	41	49	52	65	52	50	47	56	79	85	74	711	

Legend	
Number of Complaints	Color Key
▲ 1-9	Green
10-19	Yellow
20+	Red