

# Office of the Ombudsman

## Summary Report

November 01, 2012 - November 30, 2012

### Report Summary

Number of Cases Opened	377
Number of Specific Issues	576
Number of Investigations	35

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Number of Matters Referred	4
SCR	4

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Number of Cases Closed	341
Number of Facility Visits	15
Hotline calls received after business hours	71

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Number of External Contacts	4
Attorney	2
Director of Attorney	2

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