

Table GHA.8

**Number of formal and informal complaints received in 2012**

Month	Formal	Informal
January	2	14
February	5	3
March	5	11
April	3	8
May	3	6
June	5	9
July	2	14
August	3	16
September	4	6
October	5	10
November	2	7
December	-	5
<b>Total</b>	<b>39</b>	<b>109</b>

*Updated 12 June 2013*

*Source: Gibraltar Health Authority*

**Number of formal and informal complaints received in 2011**

Month	Formal	Informal
January	2	11
February	1	12
March	6	11
April	5	5
May	7	4
June	5	7
July	5	9
August	2	8
September	5	12
October	4	8
November	2	7
December	4	2
<b>Total</b>	<b>48</b>	<b>96</b>

*Source: Gibraltar Health Authority*