

Year Filed	Step 1 Total Complaints	Step 2	Step 3	Percent that escalate to Step 2	Percent that escalate to Step 3
2017-2018	4	NA	NA	NA	NA
2018-2019	72	13	7	18.06%	9.72%
2019-2020	52	16	9	30.77%	17.31%
2021-2022	43	16	11	37.21%	25.58%