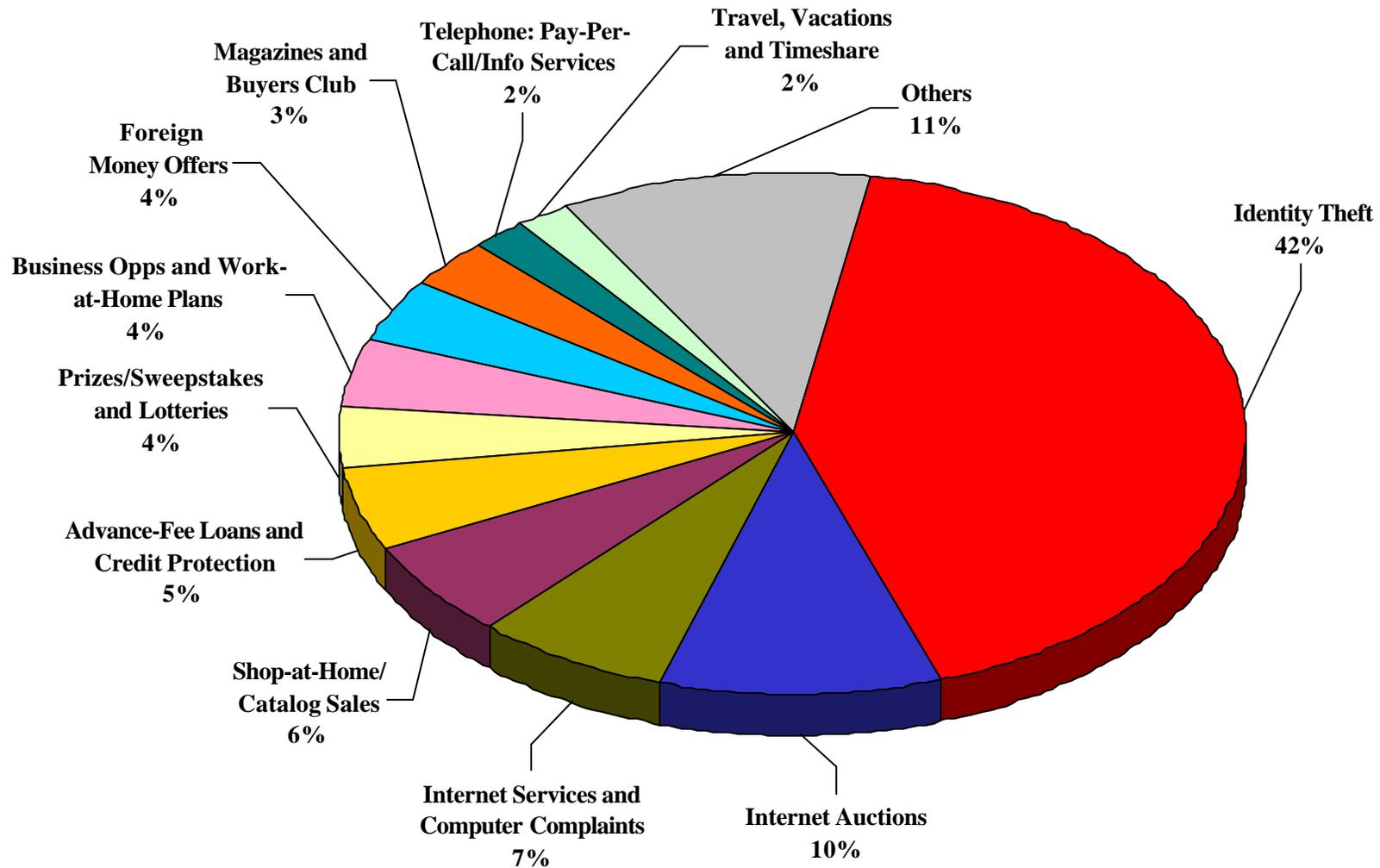




Sentinel Top Complaint Categories*

January 1 – December 31, 2001

[Click here for category descriptions](#)



*Percentages are based on the total number of Sentinel complaints (204,334) received between January 1 and December 31, 2001.