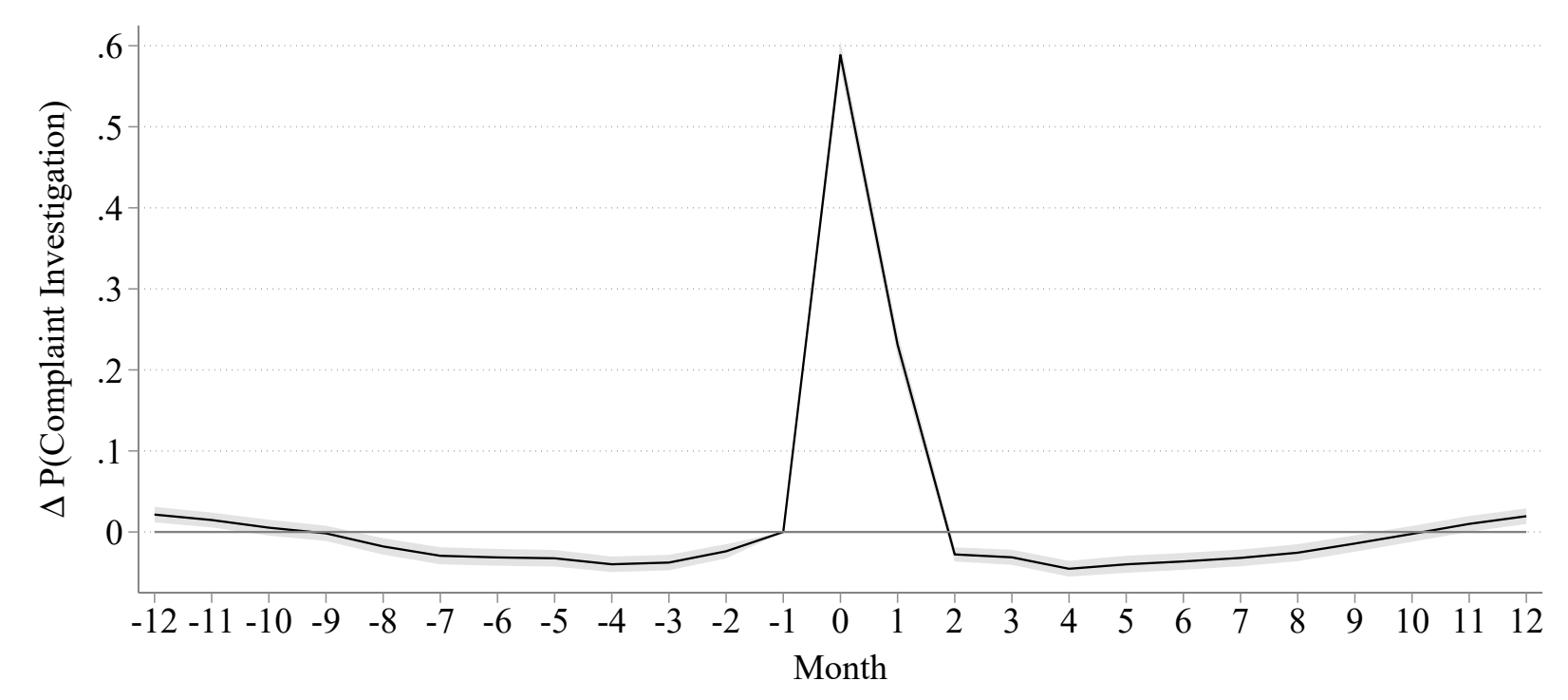
Δ P(Complaint Investigation)
.6
.5
.4
.3
.2
.1
0
-12 -11 -10 -9 -8 -7 -6 -5 -4 -3 -2 -1 0 1 2 3 4 5 6 7 8 9 10 11 12
Month