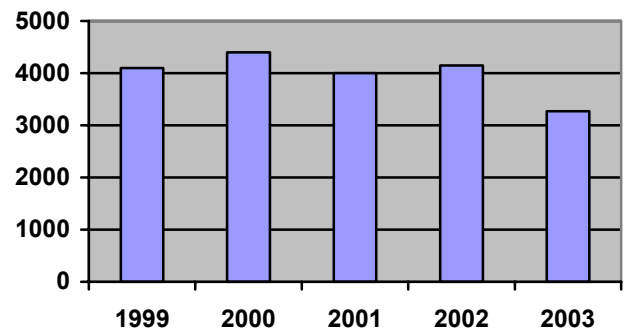


2003 Facts and Figures

The number of complaints filed in the year 2003 at the MCAD decreased from the number filed in 2002. There were 3,328 cases filed in 2003. This trend of less cases being filed is nationwide.

Cases Filed

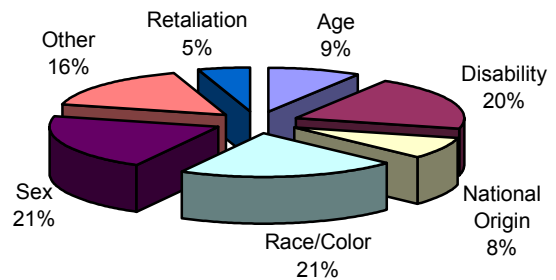


Complaints by Protected Class

The top five categories of complaints filed by a protected class were:

Race	21%
Sex	21%
Disability	20%
Age	9%
National Origin	8%

Complaints by Protected Class



Cases Resolved

The number of MCAD complaints resolved in the year 2003 was 4,837; 1,509 cases more than those received. Each and every year the MCAD continues to decrease its case inventory.

Cases Resolved

