

							Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition		Target	Unit	PUBLIC HOLIDAY	PUBLIC HOLIDAY	5/01/21	6/01/21	7/01/21	8/01/21	11/01/21	12/01/21	13/01/21	14/01/21	15/01/21	18/01/21	19/01/21	20/01/21	21/01/21	22/01/21	25/01/21	26/01/21	27/01/21	28/01/21	29/01/21
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent																					