

Item	Contract	Indicator	Definition	Greater than	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed								
							1/03/21	2/03/21	3/03/21	4/03/21	5/03/21	8/03/21	9/03/21	10/03/21	11/03/21	12/03/21	15/03/21	16/03/21	17/03/21	18/03/21	19/03/21	22/03/21	23/03/21	24/03/21	25/03/21	26/03/21	28/03/21	29/03/21	30/03/21	31/03/21							
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent					100.0%					50.0%																					