

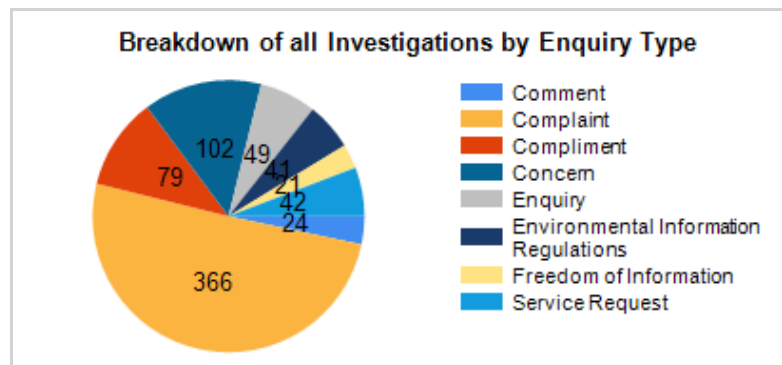
# Annual CIU Report - 2012/2013

## Organisation - Contractor

Report run at 09:16:15 on 10 April 2013

### Performance Indicators

Type	2012/2013	In SLA *	YTD	In SLA *
Comment	24	63 %	24	63 %
Complaint	366	59 %	366	59 %
Compliment	79	65 %	79	65 %
Concern	102	67 %	102	67 %
Enquiry	49	51 %	49	51 %
Environmental Information Regulations	41	51 %	41	51 %
Freedom of Information	21	71 %	21	71 %
Service Request	42	64 %	42	64 %
<b>Total</b>	<b>724</b>	<b>60 %</b>	<b>724</b>	<b>60 %</b>



\* % of Investigations where the Case Closed Date is before the Case Due Date, or the Case Due Date has not yet passed. See column headed "Within SLA?" below.

