

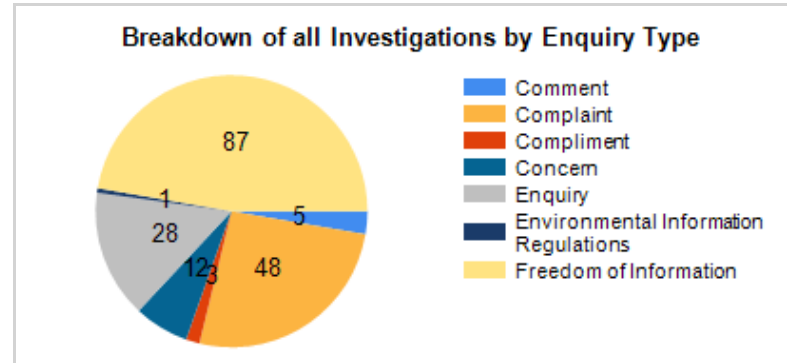
Annual CIU Report - 2012/2013

Organisation - Hoople

Report run at 09:43:46 on 10 April 2013

Performance Indicators

Type	2012/2013	In SLA *	YTD	In SLA *
Comment	5	100 %	5	100 %
Complaint	48	56 %	48	56 %
Compliment	3	100 %	3	100 %
Concern	12	58 %	12	58 %
Enquiry	28	64 %	28	64 %
Environmental Information Regulations	1	0 %	1	0 %
Freedom of Information	87	87 %	87	87 %
Total	184	74 %	184	74 %



* % 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.

