

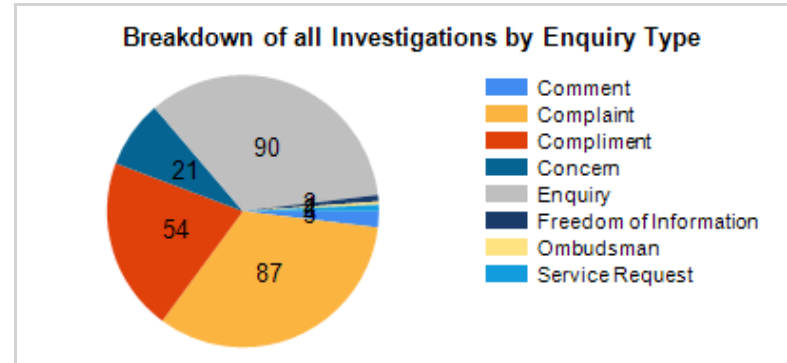
Annual CIU Report - 2012/2013

Department - NHS / Wye Valley NHS Trust

Report run at 09:48:18 on 10 April 2013

Performance Indicators

Type	2012/2013	In SLA *	YTD	In SLA *
Comment	5	80 %	5	80 %
Complaint	87	41 %	87	41 %
Compliment	54	76 %	54	76 %
Concern	21	62 %	21	62 %
Enquiry	90	58 %	90	58 %
Freedom of Information	2	100 %	2	100 %
Ombudsman	1	0 %	1	0 %
Service Request	2	100 %	2	100 %
Total	262	57 %	262	57 %



* % 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.

