

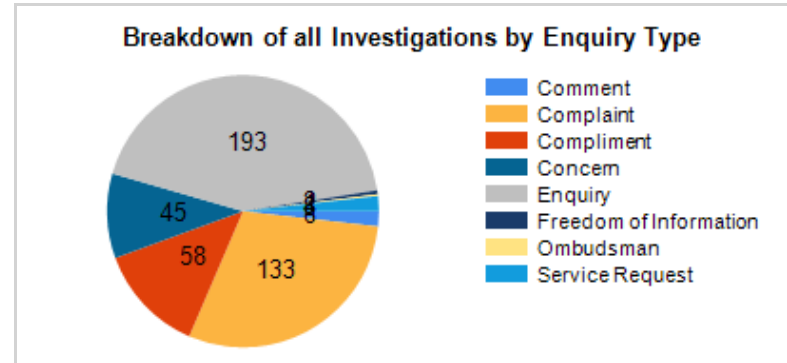
Annual CIU Report - 2012/2013

Organisation - NHS

Report run at 09:46:25 on 10 April 2013

Performance Indicators

Type	2012/2013	In SLA *	YTD	In SLA *
Comment	8	75 %	8	75 %
Complaint	133	39 %	133	39 %
Compliment	58	76 %	58	76 %
Concern	45	56 %	45	56 %
Enquiry	193	67 %	193	67 %
Freedom of Information	2	100 %	2	100 %
Ombudsman	1	0 %	1	0 %
Service Request	8	63 %	8	63 %
Total	448	59 %	448	59 %



* % 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.

