

Indicator	Details	19/20 Q1	Q1	Q1	Q1	19/20 Q2	Q2	Q2	Q2	Q3	19/20 Q3	Q3	Q3	19/20 Q4	Q4	Q4	Q4
		Target	% Achieved	No Rec'd	% Achieved	Target	% Achieved	No Rec'd	Achieved	Target	% Achieved	No Rec'd	Achieved	Target	% Achieved	No Rec'd	Achieved
PE01-within 3 working days	Register and acknowledge all written complaints.	100%	100%	131	131	100%	100%	123	123	100%	100%	139	139	100%	97%	89	86
PE02 - 90% of first site visits before the end of the next working day following registration.	Highest priority complaint investigation.	90%	100%	0	0	90%	100%	1	1	90%	100%	1	1	90%	100%	3	3
PE03 - Initial site visit within 3 working days of registration.	High priority complaint investigation.	100%	100%	1	1	100%	0%	0	0	100%	100%	1	1	100%	100%	2	2
PE04 - Initial site visit within 10 working days of registration.	Medium priority complaint investigation.	100%	91%	11	10	100%	79%	14	11	100%	100%	11	11	100%	80%	5	4
PE05 - Initial site visit within 15 working days of registration.	Low priority complaint investigation.	100%	92%	101	93	100%	96%	83	80	100%	100%	81	81	100%	96%	72	69
PE06 - Within 5 working days of the date of the initial site visit.	Initial response to complainant setting out progress or informing about a decision in cases where there is no breach.	100%	89%	90	80	100%	86%	70	60	100%	100%	32	32	100%	78%	59	46
PE07 - Within 5 working days of the issue of the notice [or decision to take no further action].	Notify complainant that Enforcement Notice has been served or decision that 'no action' will be taken.	100%	89%	90	80	100%	86%	70	60	100%	100%	32	32	100%	78%	59	46