

Indicator	Details	2019/2020	2020/2021				2020/2021			
		Q4	April 20 - June 20			July 20 - September 20				
			Q1	Q1	Q1	Q1	Q2	Q2	Q2	Q2
		Achieved	Target	% Achieved	No Rec'd	Achieved	Target	% Achieved	No Rec'd	Achieved
PE01-within 3 working days	Register and acknowledge all written complaints.	86	100%	97%	70	68	100%			
PE02 - 90% of first site visits before the end of the next working day following registration.	Highest priority complaint investigation.	3	90%	100%	0	0	90%			
PE03 - Initial site visit within 3 working days of registration.	High priority complaint investigation.	2	100%	100%	1	1	100%			
PE04 - Initial site visit within 10 working days of registration.	Medium priority complaint investigation.	4	100%	100%	2	2	100%			
PE05 - Initial site visit within 15 working days of registration.	Low priority complaint investigation.	69	100%	95%	22	21	100%			
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.	46	100%	100%	16	16	100%			
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.	46	100%	100%	16	16	100%			