

OPERATIONAL PERFORMANCE REPORT

1 April 2008 – 31 March 2009



Complaints & Enquiries

The following is the statistical information for complaints and enquiries received by the Association.

Target	Achieved Q1	Achieved Q2	Achieved Q3	Achieved Q4
Number of Complaints Received				
Number Replied to Within 10 Working Day Deadline				
Number Referred to Complaints Sub-Committee				
Number Referred to Scottish Public Services Ombudsman				
Number Still Outstanding				

Target	Achieved Q1	Achieved Q2	Achieved Q3	Achieved Q4
Number of Enquiries Received				
Number Replied to Within 10 Working Day Deadline				
Number Referred to Complaints Sub-Committee				
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