

						Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu		
Item	Contract	Indicator	Definition		Target	Unit	1/06/16	2/06/16	3/06/16	Public Holiday	7/06/16	8/06/16	9/06/16	10/06/16	13/06/16	14/06/16	15/06/16	16/06/16	17/06/16	20/06/16	21/06/16	22/06/16	23/06/16	24/06/16	27/06/16	28/06/16	29/06/16	30/06/16	
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent			100.0%				100.0%					100.0%											