

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed			
Item	Contract	Indicator	Definition		Target	Unit	1/07/19	2/07/19	3/07/19	4/07/19	5/07/19	8/07/19	9/07/19	10/07/19	11/07/19	12/07/19	15/07/19	16/07/19	17/07/19	18/07/19	19/07/19	22/07/19	23/07/19	24/07/19	25/07/19	26/07/19	29/07/19	30/07/19	31/07/19		
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent					100.0%					100.0%															