

Performance Indicator Definition

Reference	M3.1.3		
Title	Customer complaints		
Collection Interval	Quarterly	Data Source	Complaints data from within the CRM
		Indicator source	Corporate Plan 2018-2023
Definition	<p>Rationale: EFDC complaints policy has an SLA of 10 working days with which to resolve Stage 1 complaints for customers from receipt in to the organisation.</p> <p>EFDC is seeking to ensure that this target is achieved or exceeded for all customers.</p> <p>Definition: Current performance is 80% of stage 1 complaints resolved within 10 days.</p> <p>Target for year 1 is 85% of complaints resolved within 10 days. This target will be reviewed during the lifecycle of the corporate plan to reflect the growth of the corporate customer function.</p>		
Formula	<p>Eg $(X/Y) \times 100 = Z$</p> <p>X = Complaints resolved within 10 days Y = Total number of complaints Z = Rate of complaints resolved within 10 days</p>		
Good performance	High	Return Format	Percentage
Cumulative	No	Decimal Places	None
Worked example	<p>10 complaints in total</p> <p>8 complaints resolved in time</p> <p>$\frac{8}{10} \times 100 = 80\%$ complaints resolved within 10 days</p>		