

## Overview and Scrutiny Committee

### Performance Indicator Profiles

The following pages contain the definitions for the following performance indicators which fall under the remit of the Overview and Scrutiny Committee.

<i>Code</i>	<i>Indicator</i>
M3.1.1	Customer satisfaction survey
M3.1.2	Customer first contact resolution
M3.1.3	Customer complaints
M3.4.2	Successfully delivered projects