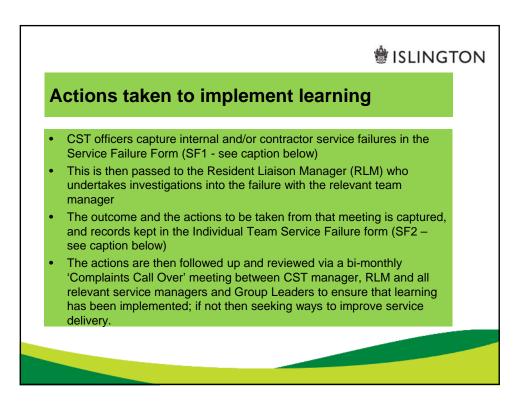


ISLINGTON Complaints Performance Table							
	2016		May	unr	YTD	2017-18 Monthly Target	
Stage 1 Respond Time	97. % ed to In 72	5 100.00% 7 67	100.00% 59	100.00% 58	100.00% 184	100%	
Upheld Chief Exe Stage 2 Respond	%		25 100.00%	34 100.00%	81 100.00%	100%	
Time LGO: Init Respond	16 91. ial Enquiries %	67	2 Received	1	3		
Time Member I		98	 100.00% 42	 100.00% 24	 100.00% 91	100%	
		25	42	24	91		





Service F	ailures Form – SF1	₿ ISLINGTON
	Name of Customer: CST Advisor:	
	Date:	
	Full Address (including post code):	
	Reason for Service Failure(s):	
	Job Number(s):	
	Operative(s) / Officer (s) Responsible:	
	Team(s) Responsible	
	Summary of Service Failure:	
	Learning & Service Improvements:	



