

<b>DOMESTIC KPI performance 2017/2018</b>	Changes from 2016/2017- 2017/2018	<b>2017/2018</b>	<b>2016/2017</b>
<b>All Complaints Received</b>	↑13%	<b>6,948</b>	6,168
<b>All Enquiries</b>	↓8%	<b>1,055</b>	1,111
<b>% of complaints logged as priorities</b>	↓4%	<b>25%</b>	29%
<b>Ask the Adviser</b>	↑170%	<b>2,950</b>	1,101
<b>Cases closed within 35 WD (75%)</b>	↓3%	<b>73%</b>	76%
<b>Cases closed within 66 WD (90%)</b>	↓2%	<b>89%</b>	91%
<b>85% of cases achieving a tangible outcome domestic</b>	↓2%	<b>85%</b>	87%
<b>85% Accent customer satisfaction</b>	same	<b>91%</b>	91%
<b>Financial Redress total</b>	↑20%	<b>£2,425,657</b>	<b>£2,033,438</b>
<b>Quality Checks 70% Green 90% Amber</b>		<b>75% Green 96% Green or Amber</b>	n/a