

## Target Measuring

<b>Targets</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Complaints dealt with within target time	<b>85%</b>	<b>90%</b>	<b>95%</b>
Complainants found the complaint process easy to understand	<b>85%</b>	<b>90%</b>	<b>95%</b>
Written correspondence (letter, fax or e-mail) responded to within 20 days	<b>85%</b>	<b>90%</b>	<b>95%</b>
Number of Ombudsman maladministration claims	<b>0</b>	<b>0</b>	<b>0</b>