

CAAS CHALLENGE - WEEKLY STATUS REPORT						
Week ending:	26/02/2016					
CHALLENGES	Total	Condition	Scale	Location	Other	U/C
Received in week	291	267	64	76	1	3
Active	894	831	199	236	7	3
Total Resolved	109	92	20	34	2	0
Canceled	14	12	4	8	0	0
Open Outside SLA	4	4	0	0	0	0
Resolved within SLA	109	92	20	34	2	0
Closed Outside SLA	0	0	0	0	0	0
All	1017	935	223	278	9	3
Upheld	6	2	3	1	1	0
Rejected	103	90	17	33	1	0
%Upheld	5.50%					
%Rejected	94.50%					
APPEALS	Quantity	Condition	Scale	Location	Other	U/C
Received in week	7	6	1	2	0	0
Active	18	14	3	7	0	0
Total Resolved	3	3	2	1	0	0
Canceled	0	0	0	0	0	0
Open Outside SLA	0	0	0	0	0	0
Resolved within SLA	3	3	2	1	0	0
Closed Outside SLA	0	0	0	0	0	0
All	21	17	5	8	0	0
Upheld	1	1	1	0	0	0
Rejected	2	2	1	1	0	0
%Upheld	33.33%					
%Rejected	66.67%					

