

**Indicator Definition:**

2i. Percentage of suggestions or proposals for improvement addressed.

<b>Party in Charge:</b> Head of Quality Service	<b>Start Date:</b> April 2025	<b>Associated to Action:</b> 31 ACT. Opening of an e-mail box/contact form for questions about the HRS4R (in Spanish and English).
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**Way of Obtaining the Data:**

Number of mails attended or resolved annually.

<b>Unit of Measure:</b> Number	<b>Data Collection Frequency:</b> Annually
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<b>MONITORING DATE</b>	<b>No. EXPECTED</b>	<b>No. OBTAINED</b>	<b>COMMENTS, PROPOSALS FOR IMPROVEMENT</b>
December 2025	1%	0.5%	The mailbox has been open for a few months.
December 2026			
December 2027			