



Performance Indicators

Neath Port Talbot Council

Regeneration and Sustainable Development - Compliments and Complaints

Print Date: 23-Aug-2018

How will we know we are making a difference (01/04/2018 to 30/06/2018)?

| PI Title | Actual 16/17 | Actual 17/18 | Actual 18/19 | Target 18/19 | Perf. RAG |
|---|-----------------|-----------------|-----------------|-----------------|-----------|
| Organisation | | | | | |
| PI/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld | 0.00 | 0.00 | 0.00 | | |
| No Stage 1 complaints were received this quarter. This is compared to 1 complaint received for the same quarter last year which was not upheld | | | | | |
| PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld | 0.00 | 0.00 | 0.00 | | |
| Out of the 2 Stage 2 complaints received this quarter, none were upheld. This is comparable with the same quarter last year | | | | | |
| PI/270 - Regeneration and Sustainable Development - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld | 0.00 | 0.00 | 0.00 | | |
| No Ombudsman investigations have been undertaken in quarter 1. One was undertaken in the same quarter last year, but this was not upheld | | | | | |
| PI/271 - Regeneration and sustainable development - number of compliments received from the public | 0.00 | 4.00 | 1.00 | | |
| The number of compliments received in this quarter is lower than for the same period last year | | | | | |