



Performance Indicators

Neath Port Talbot Council

Education, Leisure and Lifelong Learning - Compliments & Complaints

Print Date: 06-Sep-2018

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

PI Title	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
EDUCATION LEISURE & LIFELONG LEARNING				
PI/256 - Education, Leisure & Lifelong Learning Directorate-- % of complaints at stage 1 that were upheld	0.00	0.00		
Zero upheld/partially upheld of 2 complaints. The complaints concerned card payment charges at Margam Park and the time taken to issue a statement of Special Education Needs.				
PI/257 -Education, Leisure & Lifelong Learning Directorate - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00		
No stage 2 complaints				
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00		
No complaints were referred to the Ombudsman.				
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	0.00	5.00		