



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Regeneration and Sustainable Development - Compliments and Complaints - Quarter 1 - 2019/20



Print Date: 22-Aug-2019

How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
Organisation					
PI/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	0.00		0.00		
3 Stage 1 complaints were received this quarter, none of which were upheld. 0 complaints were received for the same quarter last year none of which were upheld.					
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld		0.00	50.00		
One Stage 2 complaint was upheld this quarter compared with two stage 2' complaints received for the same quarter last year none of which were upheld. No complains were received for Q1 18/19.					
The upheld complaint received was regarding the late response to an Environmental Health matter. The complainant had requested information on an abandoned property which had not been actioned. An apology was sent to the complainant and an internal procedure was improved					
PI/270 - Regeneration and Sustainable Development - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00		0.00		
The one Ombudsman investigation received this quarter was not upheld. No Ombudsman's complaints received for Q1 2018/19.					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	4.00	1.00	3.00		
Three compliments were received for this quarter in comparison to one received for the same quarter last year.					