



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Education, Leisure and Lifelong Learning - Compliments & Complaints - Quarter 1 - (1st April - 30th June) - 2021/22



Print Date: 06-Oct-2021

How will we know we are making a difference (01/04/2021 to 30/06/2021)?

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
Organisation					
PI/256 - Education, Leisure & Lifelong Learning Directorate-- % of complaints at stage 1 that were upheld			0.00		
Two complaints in the period, one for the School Transport Service and one for the Strategic School Improvement Programme (SSIP) Service. Both complaints were not upheld.					
PI/257 -Education, Leisure & Lifelong Learning Directorate - % of complaints at stage 2 that were upheld/partially upheld		0.00			
There have been no stage 2 complaints for Quarter 1 - 21/22 or Q1 – 19/20.					
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld					
There have been no complaints referred to the Ombudsman for Quarter 1 - 21/22, 20/21 or 19/20					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	71.00		0.00		
There were no compliments in Q1 - many services were still affected by COVID					