



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 2 - (1st April - 30th September) - 2021/22



Print Date: 15-Nov-2021

How will we know we are making a difference (01/04/2021 to 30/09/2021)?

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	0.00	0.00		
There have been three stage 1 complaints so far this year. Two concerning home to school transport and one for Strategic School Improvement Programme (SSIP) Service. All three 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 2 - 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	100.00				
There have been no complaints referred to the Ombudsman for Quarter 2 - 21/22 or 20/21					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	76.00		1.00		
There has been one compliments in Q2 - many services are still affected by COVID					