



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 3 - (1st April - 31st December) - 2021/22



Print Date: 31-Jan-2022

How will we know we are making a difference (01/04/2021 to 31/12/2021)?

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	25.00		
There have been four stage 1 complaints so far this year. Two concerning home to school transport and one for Strategic School Improvement Programme (SSIP) Service that were not upheld. There was one upheld complaint concerning COVID measures at a theatre. The complainant had a full refund.					
PI/257 -Education, Leisure & Lifelong Learning Directorate - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
There has been one stage 2 complaint for Quarter 3 concerning school transport which was not upheld. There was one stage 2 complaint in Q3 - 21/22 and three in Q3 - 19/20. (All were not upheld)					
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	100.00		0.00		
There is one complaints referred to the Ombudsman in Q3 that is still on-going. This complaint is in relation to School Transport.					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	89.00	1.00	6.00		
There has been 5 compliments in Q3. One concerning a Halloween Party at Neath Library, One concerning the Education Psychology service and three concerning School catering around special diets.					