



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Education, Leisure & Lifelong Learning (excl. Community Safety) - Compliments & Complaints - Quarter 1 (1st April - 30th June) - 2022/23



*Print Date: 11-Oct-2022*

## How will we know we are making a difference (01/04/2022 to 30/06/2022)?

PI Title	Actual 20/21	Actual 21/22	Actual 22/23	Target 22/23	Perf. RAG
<b>Organisation</b>					
PI/256 - Education, Leisure & Lifelong Learning Directorate-- % of closed complaints at stage 1 that were upheld in the financial year		0.00	0.00		
There was one stage 1 compliant in this period concerning school transport and was not upheld.					
PI/257 -Education, Leisure & Lifelong Learning Directorate - % of closed complaints at stage 2 that were upheld/partially upheld in the financial year	0.00				
There have been no stage 2 complaints in this period.					
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of closed 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 - 22/23, 21/22 or 20/21					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public		0.00	1.00		
There has been one compliment in Q1 relating to Margam Park with the smooth running of park hire.					