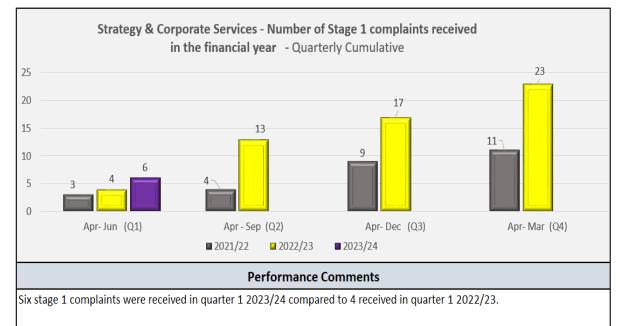


# **Performance Measures**

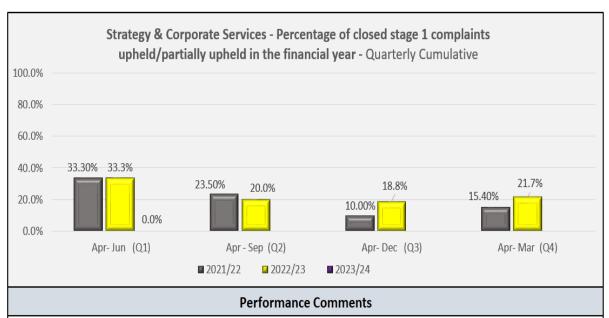
Appendix 3 - Strategy & Corporate Services – Compliments and Complaints Quarter 1 (1st April - 30th June) - 2023/24

### 1.

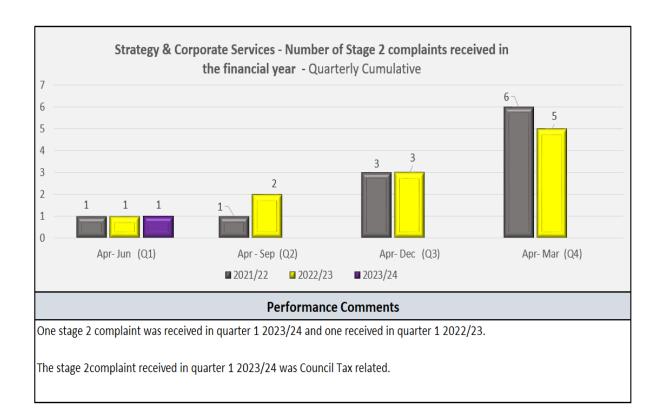


All service complaints received in this period relate to the Council Tax department, except for one which related to the Enforcement Agency used.

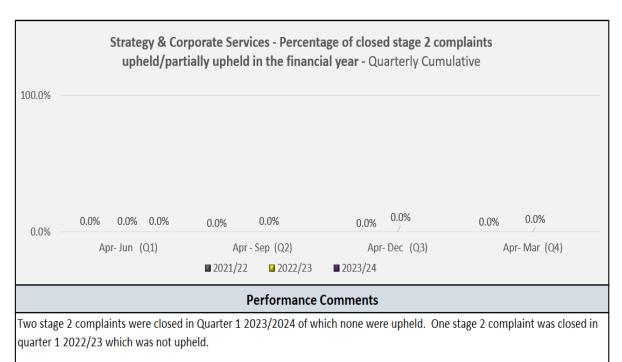
## 2.

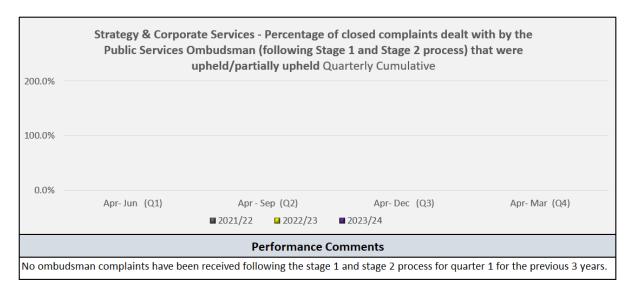


Six stage 1 complaints were closed in quarter 1 2023/24 of which none were upheld. Three stage 1 complaints were closed in quarter 1 2022/23 of which one was upheld.

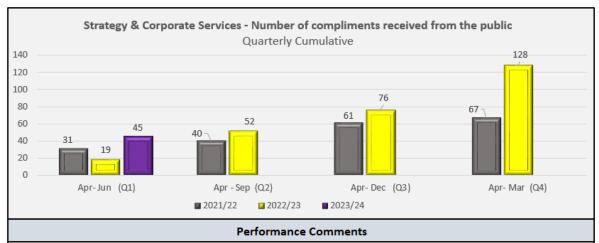


### 4.





#### 6.



45 Compliments received for quarter 1 2023/24 as opposed to 19 received in quarter 1 2022/23. The 45 compliments are:

- Council Tax 5 compliments received for exceptional efficiency, 'level of responsiveness is so seldom encountered these days and deserves to be acknowledged and recognised.'
- Benefits 3 compliments received for excellent service, 'in a world where excellent customer service is becoming rarity, it is great when one encounters such a person.'
- Registration Service 22 compliments received. 16 related to marriage ceremonies carried out praising professionalism, special touches and effort and manner of staff. 6 related to death registrations thanking staff for compassion, efficiency, integrity and care.
- **Customer/Digital Services** 5 compliments, received 4 exceptional and compassionate customer service and 1 giving thanks for application assistance.
- Mayoral Services 4 compliments received all relating to the successful event for the Mayor's Civic Sunday.
- -Occupational Health, Safety and Well-being- 1 compliment received giving thanks for assistance to the Safety Advisory Group for help with a street party.
- Communications & Marketing 5 received praising support and promotion by NPT on recent TV programme, increasing visitors, volunteers and sold out events, massive congratulations to the team for their hard work.