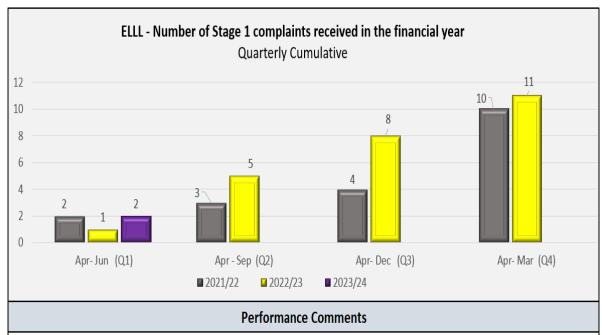


Performance Measures

Appendix 2
Education, Skills and Wellbeing Cabinet Board
Compliments and Complaints
Quarter 1 (1st April - 30th June) - 2023/24

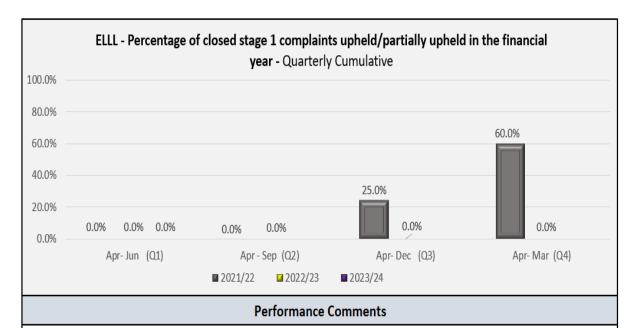
1.



Two stage 1 complaints were received in quarter 1 2023/24 compared to 1 received in quarter 1 2022/23.

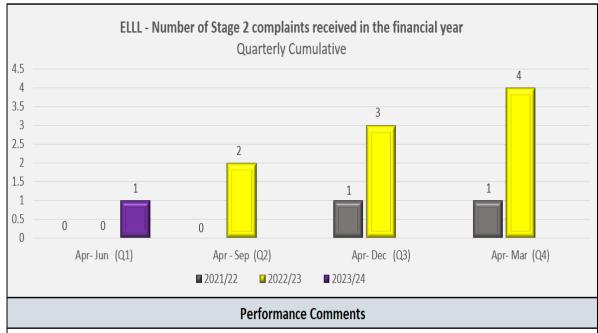
Both complaints were in relation to Margam Park. One concerned work around a badger set at the park and the other concerned temporary sign posts in relation to disable access. Both complaints were not upheld.

2.



2 stage 1 complaints were closed in guarter 1 2023/24 - none were upheld. Both were responded to in the required timescale.

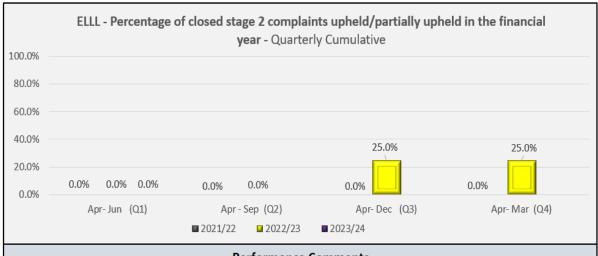
2021/22 - There was 10 stage 1 complaints received with six being upheld (60%). There were 5 complaints concerning COVID measures at a theatre where one complainant had a full refund and one upheld complaint at Margam Park concerning the opening of the cafe.



One stage 2 complaint was received in quarter 1 2023/24 compared to zero received in quarter 1 2022/23.

The complaint concerned work around a badger set at Margam Park and the timescale to complete the stage 1 complaint. The complaint was not upheld.

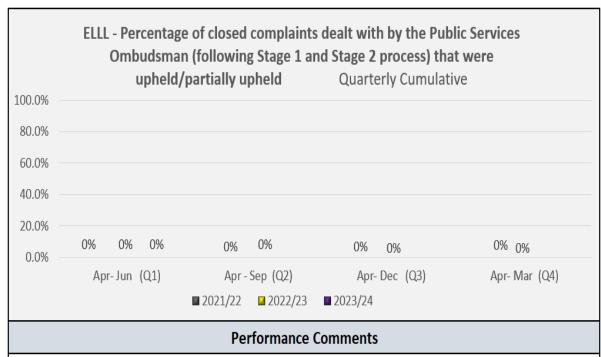
4.



Performance Comments

One stage 2 complaint was closed in quarter 1 2023/24, this complaint was not upheld. The complaint was responded to in the required timescale.

2022/23 - There was 4 stage 2 complaints received with one being upheld (25%). The complaint concerned a booking at Princess Royal theatre and the cancelling of an event due to the Proclamation announcement were a full refund was given. The council contracts are now being altered to include these unpredicted events.



No ombudsman complaints have been upheld/partially upheld following the stage 1 and stage 2 process for quarter 1 for the previous 3 years.

6.

