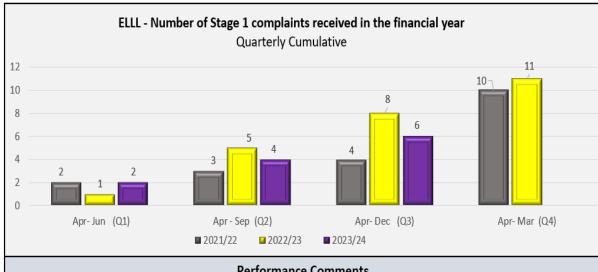


Performance Measures

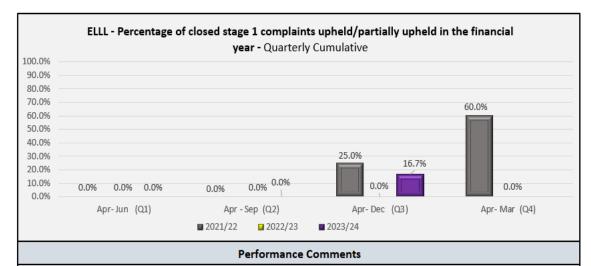
Appendix 2
Education, Skills and Wellbeing Cabinet Board
Compliments and Complaints
Quarter 3 (1st April - 31st December) - 2023/24



Performance Comments

There has been six stage 1 complaints received this year compared to eight received for the same period of 2022/23. Two 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. One complaint in relation to school transport, one complaint in relation to a worker at NPT PASS. Two complaints in relation to The Princess Royal Theatre, one concerning a performance and one concerning noise from other attendees. One complaints was upheld - in relation to noise of other attendees and a full refund was given. Staff received training and guidance to prevent further incidents.

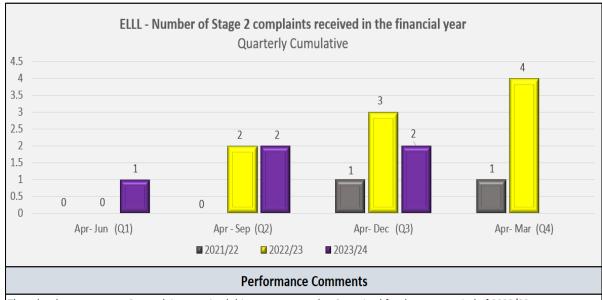
2.



6 stage 1 complaints were closed in the first 9 months of 2023/24 - One was upheld. All were responded to in the required timescale.

The upheld complaint was in relation to noise of other attendees at a theatre and a full refund was given, Staff received training and guidance to prevent further incidents.

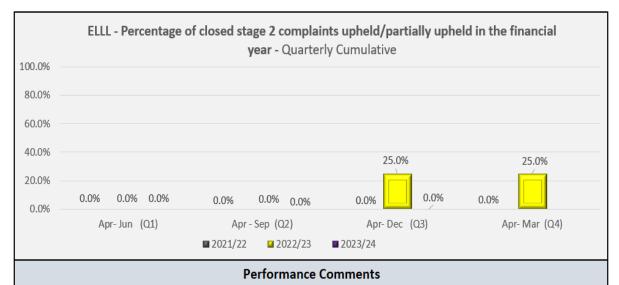
2021/22 - There was 10 stage 1 complaints received with six being upheld (60%). There were 5 complaints concerning COVID measures at a theatre where one complainant had a full refund and one upheld complaint at Margam Park concerning the opening of the cafe.



There has been two stage 2 complaints received this year compared to 3 received for the same period of 2022/23. One complaint concerned work around a badger set at Margam Park and the timescale to complete the stage 1 complaint. One complaint concerned the issuing of school transport.

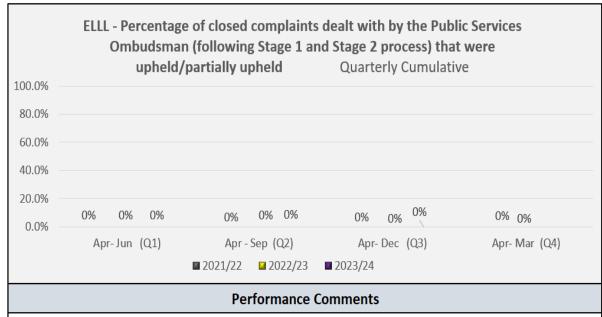
Both complaint was not upheld.

4.



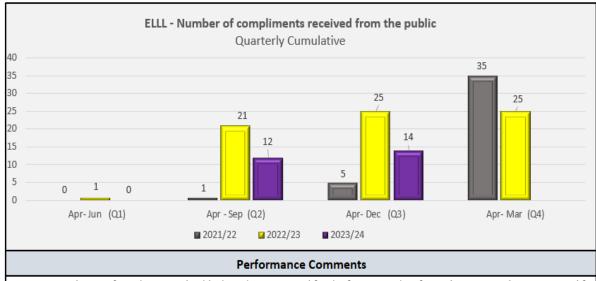
Two stage 2 complaints were closed in the first 9 months of 2023/24 - none were upheld. All were responded to in the required timescale.

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 2 for the previous 3 years.

6.



Fourteen compliments from the general public have been received for the first 9 months of 2023/24 compared to 25 received for the same period for 2022/23.

Twelve compliments we received by The Princess Royal Theatre concerning the layout of the theatre, the shows, food and great staff.

Two compliments were received concerning advice and help given by the Employability and Skills department.

It should been noted that the directorate has many compliments from internal ELLL departments (i.e. Schools)