

Your Voice information

A1 Your Voice reporting periods

A1.1 The following periods are used for reporting data:

- Quarter 1: 1-Apr to 30-Jun
- Quarter 2: 1-Jul to 30-Sep
- Quarter 3: 1-Oct to 31-Dec
- Quarter 4: 1-Jan to 31-Mar

A2 Complaint response timescales

A2.1 In October 2013, the authority adopted the Welsh Government's 'Model Concerns and Complaints Policy' (as recommended by the Public Services Ombudsman for Wales). Key amendments include:

- adoption of a two stage process; and
- adjustments to response timescales
 - Stage 1: **10** working days
 - Stage 2: **20** working days

A3 Your Voice performance measures

A3.1 A traffic light system will be used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

Red	Less than 80% of complaints responded to within timescale
Orange	when more than 80% but less than 90% of complaints responded to within timescale
Yellow	when more than 90% but less than 95% of complaints responded to within timescale
Green	more than 95% of complaints responded to within timescale

A3.2 To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

Symbol	Indication
▲	Improvement in performance
▼	Decline in performance
◀	No change in performance
–	No data for period for comparison