### 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

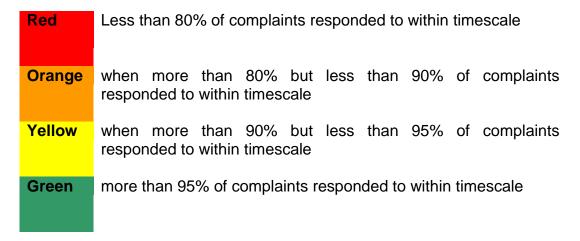
A2.1 In October 2013, the authority adopted the Welsh Government's 'Model Concerns and Complaints Policy' (as recommended by the Public Services Ombudsman for Wales). Key amendments include:

- 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:



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