

## Your Voice information

### 1 Your Voice reporting periods

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

### 2 Complaint response timescales

The 'Your Voice' feedback policy states that the following timescales should be adhered to when responding to complaints:

Stage 1: **10** working days

Stage 2: **20** working days

Please note: Community Support Services and Children and Family Services adhere to statutory timescales, which differ slightly from corporate.

### 3 Your Voice performance measures

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

<b>Red</b>	less than 90% of complaints responded to within timescale
<b>Amber</b>	when more than 90% but less than 95% of complaints responded to within timescale
<b>Green</b>	more than 95% of complaints responded to within timescale

Table 1: Overall complaint response times for stage 1 complaints – Q4

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1			Quarter 3 - Stage 1			Quarter 4 - Stage 1		
	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-	0	0	-	0	0	-
Legal, HR and Democratic Services	0	0	-	0	0	-	2	1	50%	0	0	-
Customers	8	7	88%	5	5	100%	5	3	60%	5	5	100%
Revs and Bens (Civica)	6	3	50%	10	10	100%	4	4	100%	3	2	67%
Education	2	2	100%	1	1	100%	2	2	100%	6	4	67%
Highways & Environmental Services	36	34	94%	27	23	85%	35	34	97%	23	20	87%
Facilities, Assets and Housing	24	24	100%	19	19	100%	19	19	100%	17	17	100%
Planning and Public Protection	42	34	81%	35	34	97%	28	24	86%	32	29	91%
Community Support Services	3	3	100%	2	2	100%	0	0	-	1	1	100%
COMMUNITY SUPPORT SERVICES	10	10	100%	9	9	100%	10	10	100%	5	5	100%
CHILDREN AND FAMILY SERVICES	6	4	67%	6	4	67%	5	2	40%	8	8	100%
Corporate Total	137	121	88%	114	107	94%	110	99	90%	100	91	91%

Chart 1: Stage 1 complaint response times – 4 year analysis

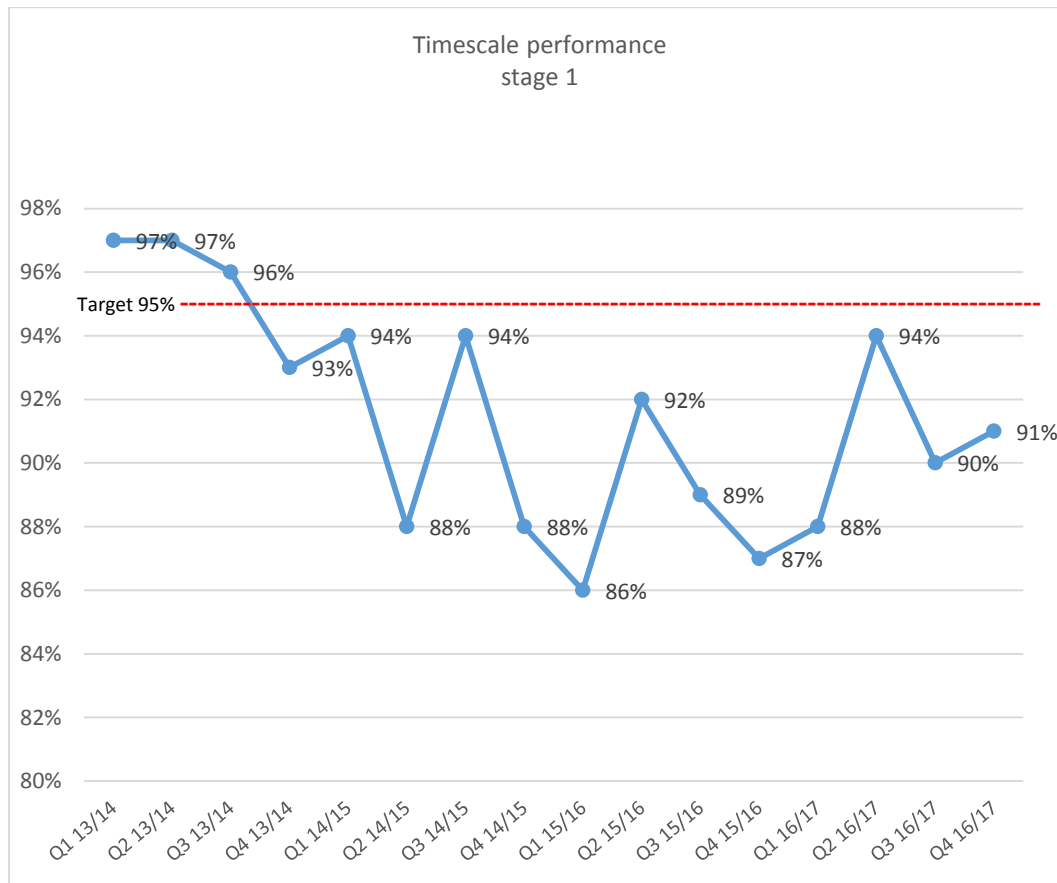


Table 2: Overall complaint response times for stage 2 complaints – Q4

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2			Quarter 3 - Stage 2			Quarter 4 - Stage 2		
	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-	0	0	-	0	0	-
Legal, HR and Democratic Services	0	0	-	0	0	-	0	0	-	0	0	-
Customers	0	0	-	0	0	-	0	0	-	0	0	-
Revs and Bens (Civica)	2	2	100%	1	1	100%	0	0	-	0	0	-
Education	2	2	100%	1	1	100%	2	2	100%	0	0	-
Highways & Environmental Services	0	0	-	1	1	100%	1	0	0%	0	0	-
Facilities, Assets and Housing	0	0	-	2	2	100%	0	0	-	0	0	-
Planning and Public Protection	8	7	88%	5	5	100%	1	0	0%	0	0	-
Community Support Services	2	2	100%	1	1	100%	0	0	-	0	0	-
COMMUNITY SUPPORT SERVICES	1	1	100%	2	2	100%	1	1	100%	2	2	100%
CHILDREN AND FAMILY SERVICES	0	0	-	1	1	100%	0	0	-	2	2	100%
Corporate Total	15	14	93%	14	14	100%	5	3	60%	4	4	100%

Chart 2: Stage 2 complaint response times – 4 year analysis

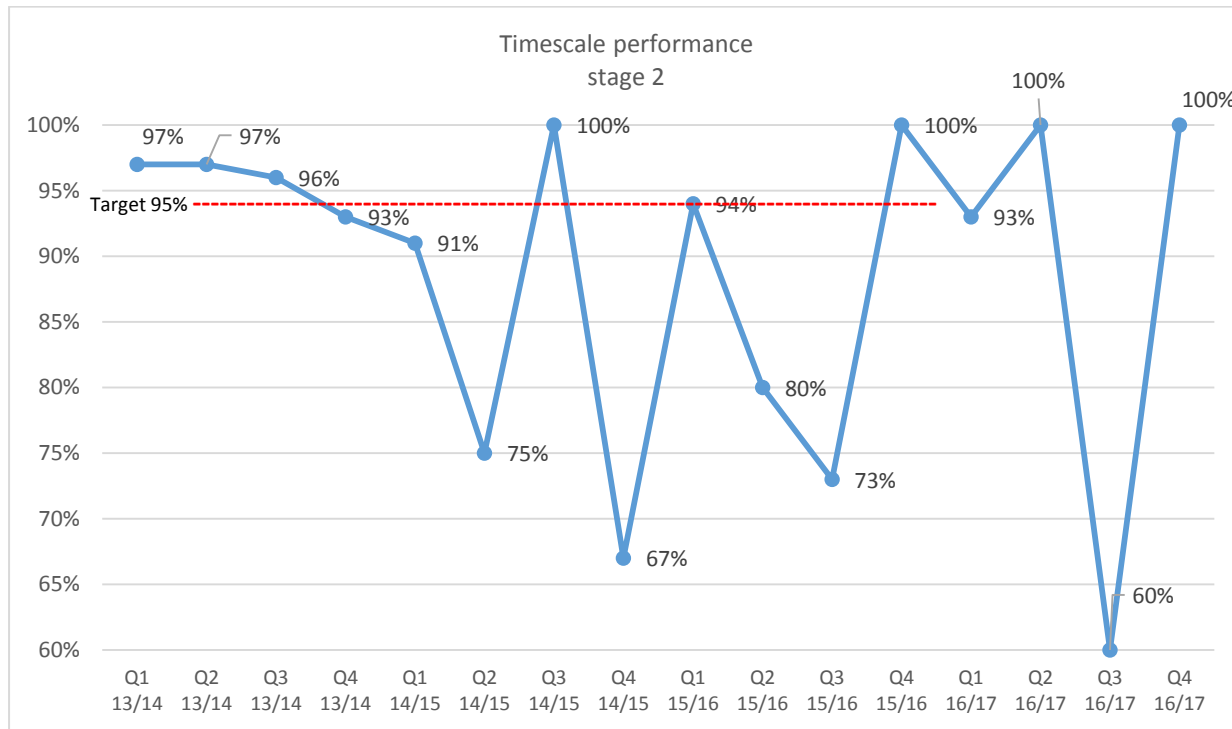
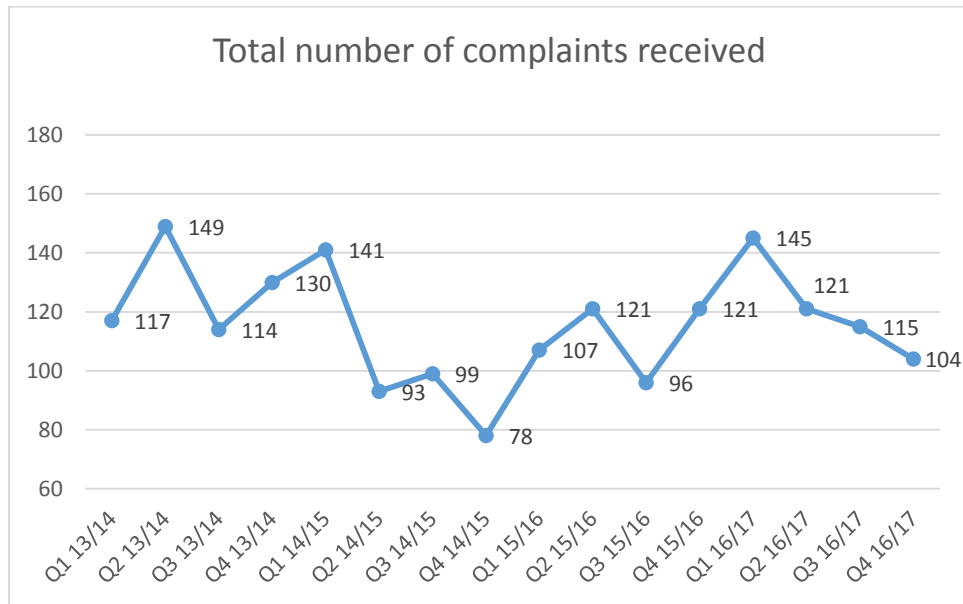


Chart 3: Total number of complaints received – 4 year analysis



**Table 5: Compliments received during Q4**

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	0	1	0	0
Legal, HR and Democratic Services	1	0	0	0
Customers	16	39	12	8
Revenues and Benefits	0	0	0	0
Education and Children’s Services	2	1	14	22
Highways and Environmental Services	50	42	39	47
Facilities, Assets and Housing	55	22	39	26
Planning and Public Protection	7	16	10	11
Community Support Services	14	40	18	30
	<b>145</b>	<b>161</b>	<b>132</b>	<b>144</b>

**Chart 4: Compliments received – 4 year analysis**

