

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:

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

Table 1: Overall complaint response times for stage 1 complaints – Q3 2017/18

Service	Quarter 3 - Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	1	1	100%
Legal, HR and Democratic Services	1	1	100%
Customers	5	5	100%
Revs and Bens (Civica)	12	12	100%
Education	1	1	100%
Highways & Environmental Services	25	25	100%
Facilities, Assets and Housing	17	77	100%
Planning and Public Protection	33	32	97%
COMMUNITY SUPPORT SERVICES	2	2	100%
CHILDREN AND FAMILY SERVICES	5	4	80%
Corporate Total	102	100	98%

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

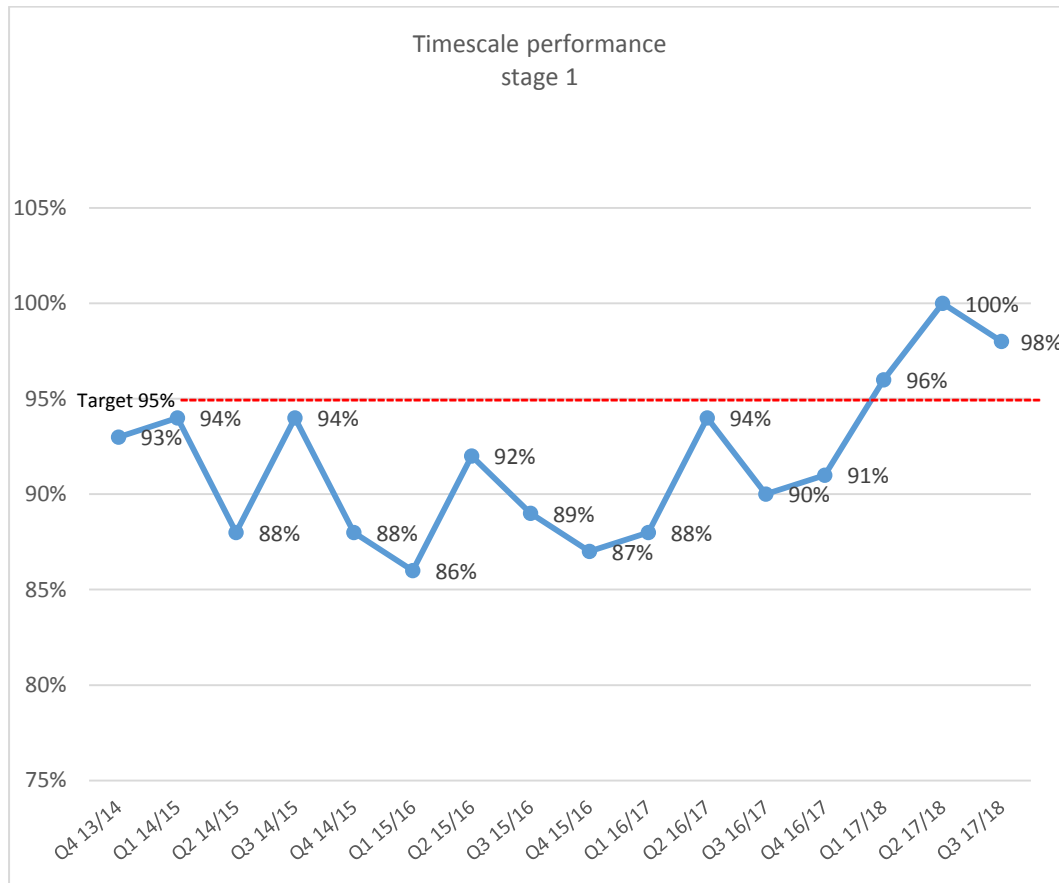


Table 2: Overall complaint response times for stage 2 complaints – Q3 2017/18

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

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

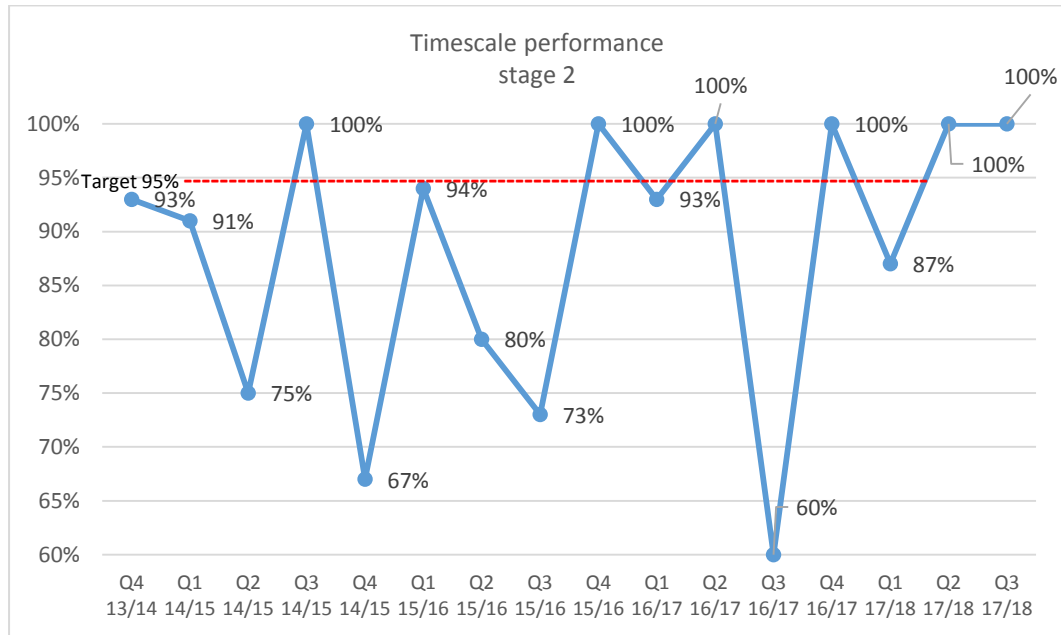


Chart 3: Total number of complaints received – 4 year analysis

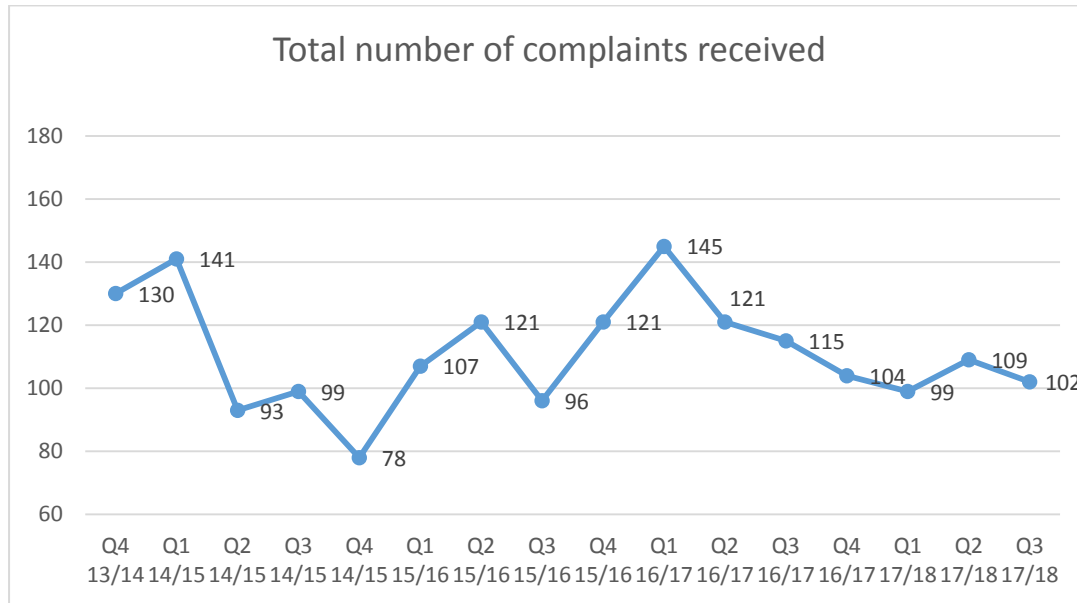


Table 5: Compliments received during Q3 2017/18

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	1	0	0	
Legal HR and Democratic Services	1	2	0	
Customers	23	11	25	
Revenues and Benefits	0	0	0	
Education and Children's Services	26	27	22	
Highways and Environmental Services	20	36	44	
Facilities Assets and Housing	30	21	43	
Planning and Public Protection	16	9	7	
Community Support Services	14	39	28	
	131	145	169	

Chart 4: Compliments received – 4 year analysis

