

Appendix A – ‘Your Voice’ information

A1 Your Voice’ reporting periods

A1.1 The following periods are used for reporting data in regards ‘Your Voice’:

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 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: **25** working days
Stage 3: **15** 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