

## 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: Adult Social Care and Homelessness and Children's Services complaints usually follow statutory timescales.

### 3 Your Voice performance measures

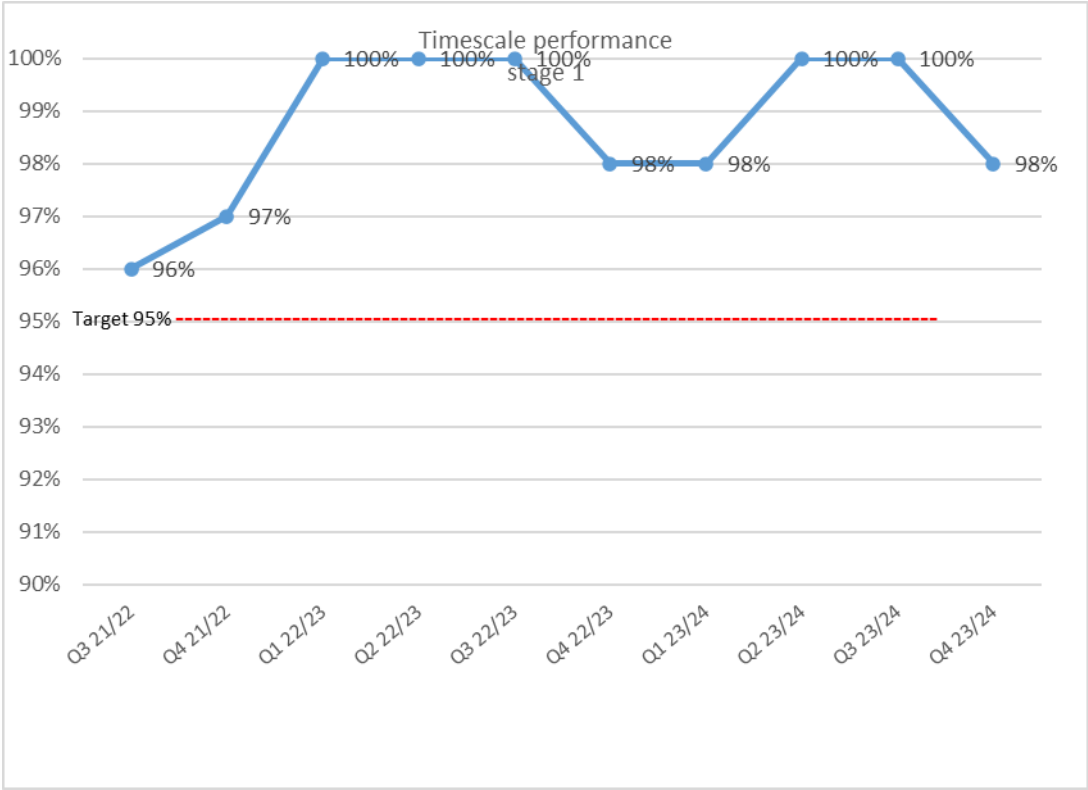
A traffic light system is used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

<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 are responded to within timescale
<b>Green</b>	95% or more of complaints responded to within timescale

**Table 1: Overall complaint response times for stage 1 complaints – Q4 2023/24**

Service	Quarter 4 - Stage 1		
	Rec'd	Within	%
Corporate support Service - People	1	1	100%
Corporate support Service - Performance Digital and Assets	0	0	-
Finance and Audit Service	8	8	100%
Highways & Environmental Services	26	26	100%
Housing and Communities Services	3	3	100%
Planning and Public Protection	8	7	88%
Adult Social Care and Homelessness Service	2	2	100%
Education and Childrens Services	2	2	100%
<b>Corporate Total</b>	<b>50</b>	<b>49</b>	<b>98%</b>

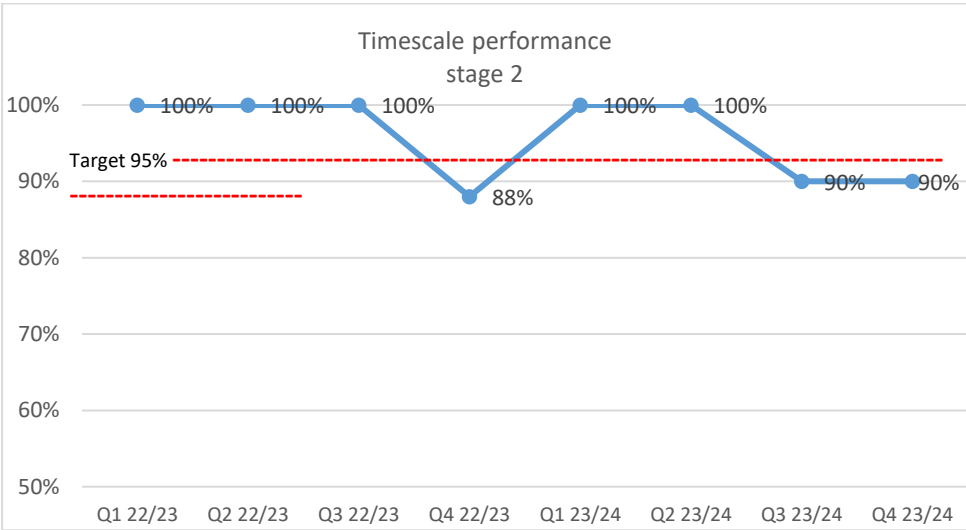
**Chart 1: Stage 1 complaint response times**



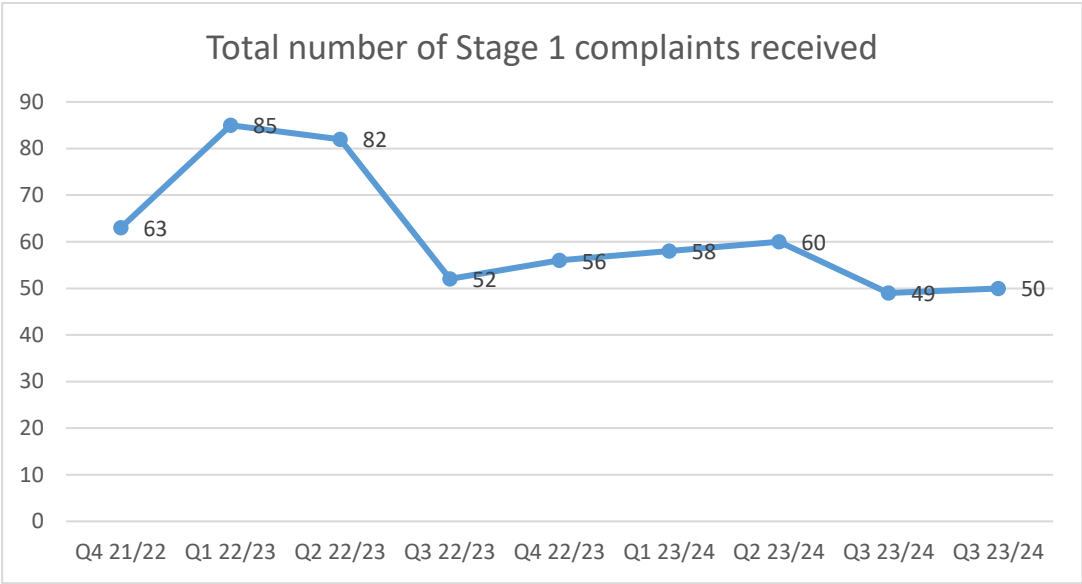
**Table 2: Overall complaint response times for stage 2 complaints – Q4 23/24**

Service	Quarter 4 - Stage 2		
	Rec'd	Within	%
Corporate support Service - People	0	0	-
Corporate support Service Performance Digital and Assets	0	0	-
Finance and Audit Service	1	1	100%
Highways & Environmental Services	5	5	100%
Housing and Communities Services	1	1	100%
Planning and Public Protection	6	5	83%
Adult Social Care and Homelessness Service	5	4	80%
Education and Childrens Services	2	2	100%
<b>Corporate Total</b>	<b>20</b>	<b>18</b>	<b>90%</b>

**Chart 2: Stage 2 complaint response times**



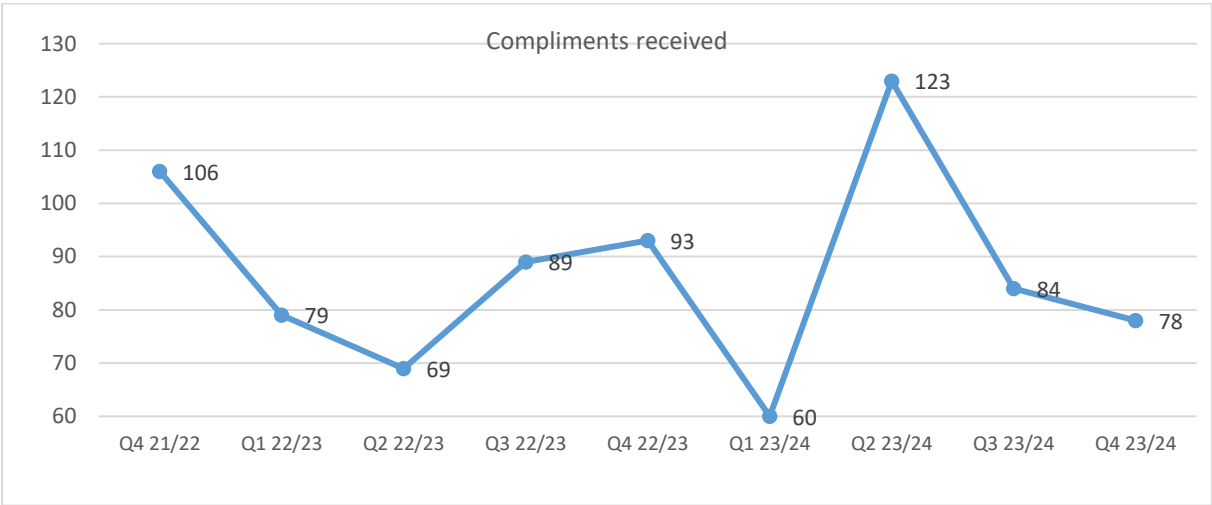
**Chart 3: Total number of Stage 1 complaints received.**



**Table 3: Compliments received during 2023/24**

<b>Compliments 2023/24</b>					
<b>Service Area</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Corporate Support Service – Performance Digital and Assets	0				0
Corporate Support Service-People	0	3	0	0	3
Communities and Housing Service	16	18	15	6	49
Finance and Audit Service	5	3	6	0	14
Education and Children’s Services	2	25	4	14	31
Highways Facilities and Environmental Services	33	45	34	38	112
Planning, Public Protection and Countryside	0	5	2	0	7
Adult Social Care and Homelessness Service	4	24	23	20	51
	<b>60</b>	<b>123</b>	<b>84</b>	<b>78</b>	<b>345</b>

**Chart 4: Compliments received**



**Example Complaint – Housing Services**

A stage 2 complaint was not upheld where a citizen had complained that he had not been given assistance with his issue regarding housing applications. However, as a result of the complaint the service recognised that there was a need to develop a dyslexia friendly application form as the customer was unable to use PDF. So despite the complaint not being upheld this demonstrates an example of complaints still being used to develop services.

**Example Compliment– Highways and Customer Services**

Customer would like to express sincere thanks for all the help with regards to the fallen trees down across the lane between Hirdir and Bryn Derfel LI15 2HF. Customer appreciates the effort from the crew for going out in all weathers - also thanks to the Customer Service Team for taking the call  
Pass on thanks to the Highways and Customer Service Teams

