

## Priority 4

### Objective 4:

Our Council – Inclusive and Adaptable



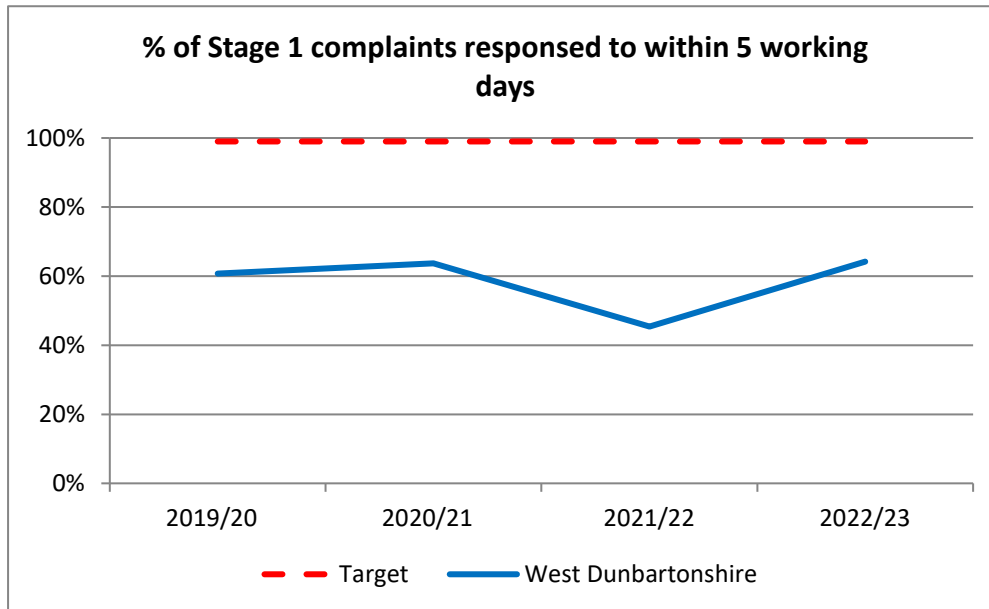
### Indicator:

Percentage of stage 1 complaints responded to within 5 working days



### Target:

100%



#### ***What does the data say?***

Results for 2022/23 show that complaint's response increased 19% compared to the previous year, but fell short of meeting the 100% target.

Resource issues caused a backlog of complaints combined with increased response times from other council service areas impacted on resolving complaints and meeting the 5 day target. Citizen Relations are working with council services to look at complaints management and improve responses and timescales.