Red

Priority 4

Objective 4:

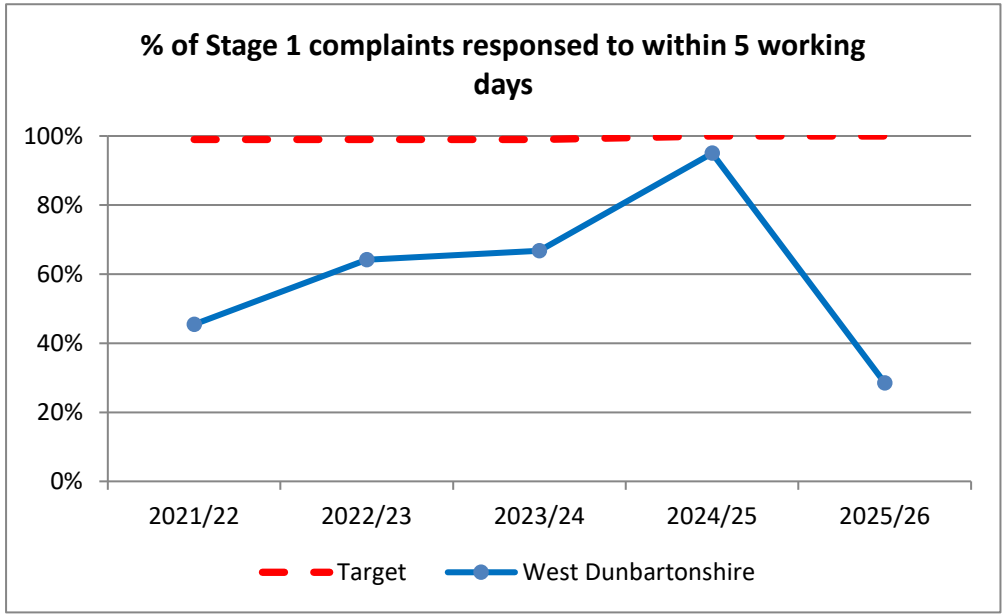
Our Council – Inclusive and Adaptable

Indicator:

Percentage of stage 1 complaints responded to within 5 working days

Target:

100%



What does the data say?

Results for 2025/26 show that performance decreased from the previous year, and the target was not met.

Increased workloads and delays in responses from services led to a fall in performance for 2025/26.

Citizen Relations are working with council services to look at complaints management and improve response times in order to meet the 5-day target.

Last reviewed Aug 2026