

Priority 4

Objective 4:

Our Council – Inclusive and Adaptable



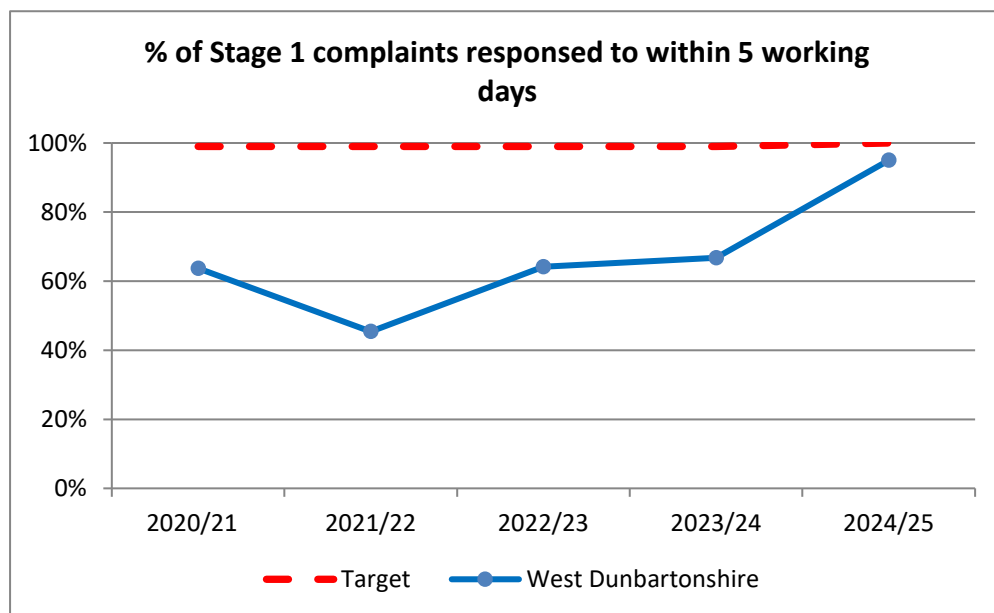
Indicator:

Percentage of stage 1 complaints responded to within 5 working days



Target:

100%



What does the data say?

Results for 2024/25 show that performance increased 28.2% compared to the previous year, but just fell short of meeting the 100% target.

While below target, response times improved significantly in 2024/25 and represents the best performance over the last 6 years.

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