

## Priority 4

### Objective 4:

Our Council – Inclusive and Adaptable



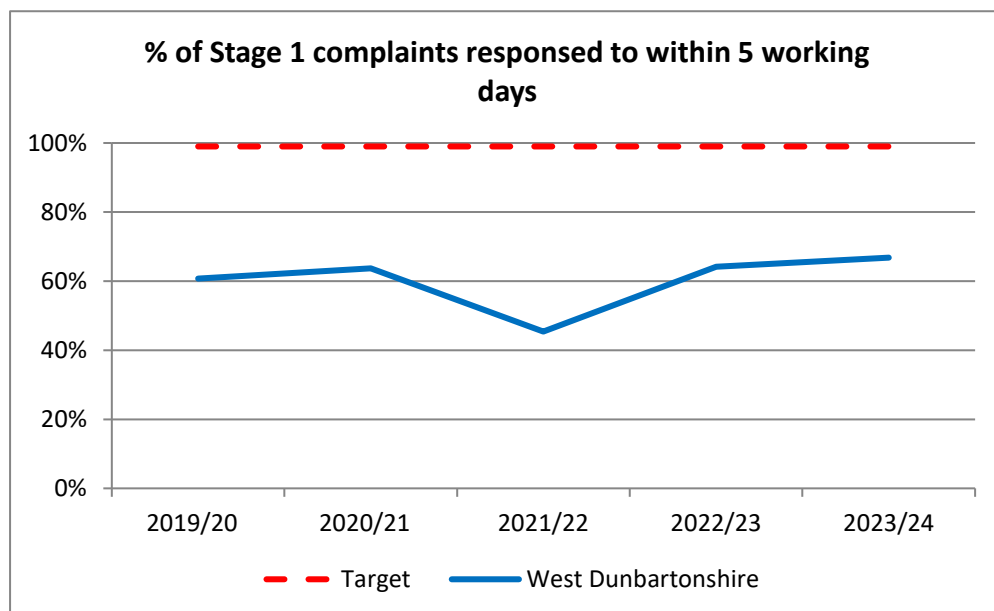
### Indicator:

Percentage of stage 1 complaints responded to within 5 working days



### Target:

100%



### *What does the data say?*

Results for 2023/24 show that performance increased 2.6% compared to the previous year, but fell short of meeting the 100% target.

While below target, response times improved in 2023/24 and represents the best performance over the last 5 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.