

## Draft Key Performance Indicators - Complaints

Measure	Target	Rationale / Comments
<p>Acknowledgment - Percentage of complaints that are acknowledged within 5 working days of receipt</p>	<p>90%</p>	<p>90% of complaints being acknowledged within 5 working days should be achievable. Only current issues with acknowledging are either</p> <ul style="list-style-type: none"> <li>• When complaint has been misdirected to an incorrect mailbox</li> <li>• If complaint has been received by member of staff who does not recognise it as a complaint and unsure of process</li> </ul> <p>Implementation of Halo and communications surrounding this will hopefully impact on these two issues.</p>
<p>Full response - Percentage of complaints that are responded to in full within 20 working days of receipt</p>	<p>75%</p>	<p>Ombudsman has reported that 75% of complaints received by all local authorities within her jurisdiction were responded to within 20 working days and this was appropriate.</p> <p>During 2021/22, Cardiff Council responded to 63.4% of complaints within 20 working days and so 75% represents a reasonable increment of what we hope to achieve.</p>
<p>Quality – Percentage of randomly-sampled complaint responses rated Very Good or above</p>	<p>80%</p>	<p>Corporate Complaints are developing a monitoring template for scoring and feedback so we will be able to dip-sample into Halo and have an actual mechanism for this KPI. This will enable Corporate Complaints to provide appropriate feedback to those who have drafted complaint responses.</p>

Ombudsman - Percentage of Ombudsman requests for information responded to within 1 week	90%	Ombudsman requests for information are usually made to the Corporate Complaints Team who, in turn, approach complaint contacts across the council. Implementation of Halo will have a positive impact on our ability to answer these requests for information in a timely fashion.
Learning from complaints – 10% of complaint responses to demonstrate learning from complaints	10%	There is a need to report on what we are doing as a council to learn from complaints and improving a process/performance as a result. This KPI may further embed the need into processes when responding to complaints. Corporate Complaints will evaluate this from dip-sampling complaint responses.

DRAFT