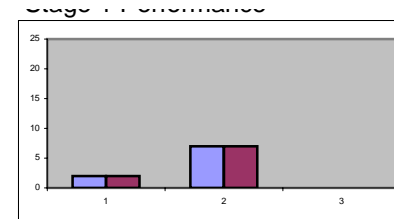


**Report to Standards Committee  
Complaints handling performance 2008/9**

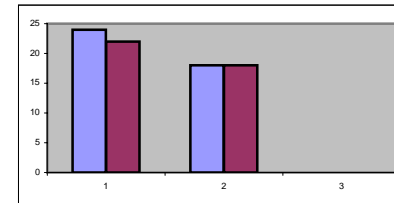
<b>COMMUNITIES</b>		<b>April- May</b>	<b>June - Oct</b>	<b>Stage 1 Performance</b>	<b>Comment</b>
<b>Customer Services</b>	Stage 1	Response req'd in this period	6	7	
		Responded within timescale	6	7	
		Performance (Target 88%)	100%	100%	
	Stage 2-4	Complaints with CAP			
		Compensation paid			
<b>Trading Standards</b>	Stage 1	Response req'd in this period	1	5	
		Responded within timescale	1	5	
		Performance (Target 88%)	100%	100%	
	Stage 2-4	Complaints with CAP			
		Compensation paid			
<b>Fire &amp; Rescue</b>	Stage 1	Response req'd in this period	9	16	
		Responded within timescale	9	16	
		Performance (Target 88%)	100%	100%	
	Stage 2-4	Complaints with CAP			
		Compensation paid			
<b>Cultural Services</b>	Stage 1	Response req'd in this period	10	33	
		Responded within timescale	9	31	
		Performance (Target 88%)	90%	94%	
	Stage 2-4	Complaints with CAP		1	
		Compensation paid			
<b>Local Partnership Teams</b>	Stage 1	Response req'd in this period			
		Responded within timescale			
		Performance (Target 88%)			
	Stage 2-4	Complaints with CAP			
		Compensation paid			
<b>ENVIRONMENT &amp; INFRASTRUCTURE</b>					
<b>Surrey Highways</b>	Stage 1	Response req'd in this period	35	116	
		Responded within timescale	33	100	
		Performance (Target 88%)	94%	86%	
	Stage 2-4	Complaints with CAP	1	4	
		Compensation paid			

**Report to Standards Committee  
Complaints handling performance 2008/9**

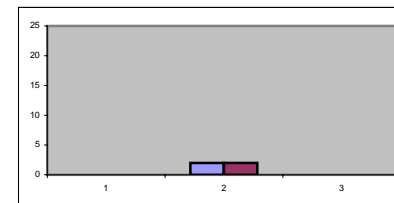
<b>Transport for Surrey</b>	Stage 1	Response req'd in this period	2	7
		Responded within timescale	2	7
		Performance (Target 88%)	100%	100%
	Stage 2-4	Complaints with CAP	2	
		Compensation paid		
<b>Environment</b>	Stage 1	Response req'd in this period	24	18
		Responded within timescale	22	18
		Performance (Target 88%)	92%	100%
	Stage 2-4	Complaints with CAP	1	3
		Compensation paid		£200
<b>CORPORATE</b>				
<b>Finance</b>	Stage 1	Response req'd in this period		2
		Responded within timescale		2
		Performance (Target 88%)		100%
	Stage 2-4	Complaints with CAP		
		Compensation paid		
<b>HR &amp; OD</b>	Stage 1	Response req'd in this period		
		Responded within timescale		
		Performance (Target 88%)		
	Stage 2-4	Complaints with CAP		
		Compensation paid		
<b>Legal</b>	Stage 1	Response req'd in this period		3
		Responded within timescale		3
		Performance (Target 88%)		100%
	Stage 2-4	Complaints with CAP		
		Compensation paid		
<b>Procurement</b>	Stage 1	Response req'd in this period		
		Responded within timescale		
		Performance (Target 88%)		
	Stage 2-4	Complaints with CAP		
		Compensation paid		



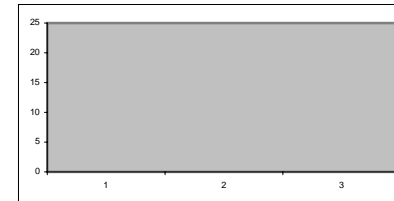
Comments



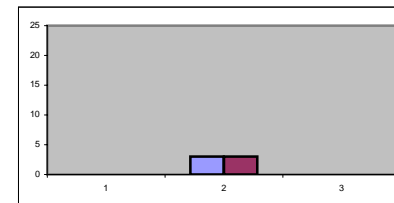
The sum of £200 paid to each to complainant for the failure to engage effectively on issues that were likely to have an effect on them, and the subsequent distress caused.



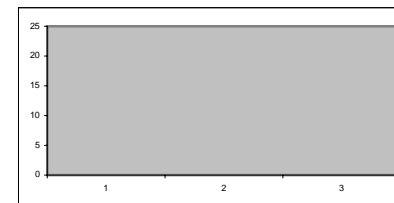
Comments



Comments



Comments

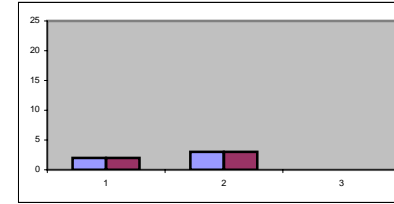


Comments

**Report to Standards Committee  
Complaints handling performance 2008/9**

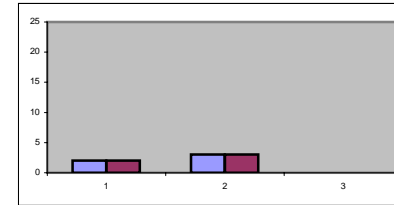
**Annexe 1**

<b>Estate Planning &amp; Management</b>	Stage 1	Response req'd in this period	2	3
		Responded within timescale	2	3
		Performance (Target 88%)	100%	100%
	Stage 2-4	Complaints with CAP		£300
		Compensation paid		



Compensation £300 - due to the complainants suffering a period of uncertainty and distress caused by the Council's failure to issue a licence to assign the lease and arrange for payment of the rent. Staff attitude also contributed to the distress.

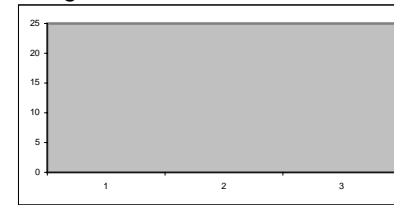
<b>Shared Service Centre</b>	Stage 1	Response req'd in this period	1	1
		Responded within timescale	1	1
		Performance (Target 88%)	100%	100%
	Stage 2-4	Complaints with CAP		1
		Compensation paid		



**CHIEF EXECUTIVES**

<b>Democratic Services</b>	Stage 1	Response req'd in this period		
		Responded within timescale		
		Performance (Target 88%)		
	Stage 2-4	Complaints with CAP		
		Compensation paid		

Stage 1 Performance



Comment

<b>Communications</b>	Stage 1	Response req'd in this period		
		Responded within timescale		
		Performance (Target 88%)		
	Stage 2-4	Complaints with CAP		
		Compensation paid		



**Report to Standards Committee  
Complaints handling performance 2008/9**

<b>FAMILIES</b>					<b>Stage 1 Performance</b>	<b>Comment</b>
<b>Children's</b>	Stage 1	Response req'd in this period	21	86		
		Responded within timescale	21	71		
		Performance (Target 88%)	100%	83%		
	Stage 2-4	Complaints with CAP				
		Compensation paid	£500			
<b>Adults</b>	Stage 1	Response req'd in this period	37	71		
		Responded within timescale	30	50		
		Performance (Target 88%)	81%	70%		
		Compensation paid	£383			
<b>Schools and Learning</b>	Stage 1	Response req'd in this period	6	17		Change of practise, policy and performance review compensation of £200 paid.
		Responded within timescale	4	14		
		Performance (Target 88%)	67%	82%		
	Stage 2-4	Complaints with CAP	1			
		Compensation paid				
<b>Young people</b>	Stage 1	Response req'd in this period	1	8		
		Responded within timescale	1	7		
		Performance (Target 88%)	100%	88%		
	Stage 2-4	Complaints with CAP				
		Compensation paid				

**Notes**

**Where maladministration has led to injustice to the complainant, in some circumstances compensation may be paid to remedy the injustice. Claims for damages are not dealt with within the complaints process and are not reflected in this report.**

From 1st April 2009 the target for responding to stage 1 complaints is 88% responded to in time - the timescale for response is detailed below:

- Childrens statutory complaints - responded to within 20 working days
- Adults statutory complaints - responded to within timescale agreed with complainant
- All other complaints - responded to within 18 working days