



STANDARDS COMMITTEE
30 November 2009

**SURREY HIGHWAYS: STANDARDS COMMITTEE CONCERNS
ABOUT RESPONSES TO COMPLAINTS**

PURPOSE OF REPORT: To note

Background

1. Following the Standards Committee meeting on 2 October 2009, at which the Head of Customer Services responded to the Committee's concerns about responses to complaints in Surrey Highways, the Chairman of the Committee wrote to the Head of Customer Services (letter attached).
2. An update has been scheduled for 12 April 2010.

Conclusions:

Financial and value for money implications

5 None

Equalities Implications

6 None

Risk Management Implications

7 None

Implications for the Council's Priorities or Community Strategy/Local Area Agreement Targets

8 None

Recommendations:

Standards Committee to note the letter from the Chairman of Standards Committee to the Head of Customer Services.

Next steps:

An update has been scheduled for 12 April 2010.

REPORT AUTHOR: Cheryl Hardman (Standards Committee Manager)

CONTACT DETAILS:

020 8541 9075

cherylh@surreycc.gov.uk

Sources/background papers:

Complaints Handling Performance – Year End 2008/09 (Standards Committee, 17 April 2009, www.surreycc.gov.uk)

Minutes (Standards Committee, 17 April 2009, www.surreycc.gov.uk)

Minutes (Standards Committee, 3 July 2009, www.surreycc.gov.uk)

Minutes (Standards Committee, 2 October 2009, www.surreycc.gov.uk)