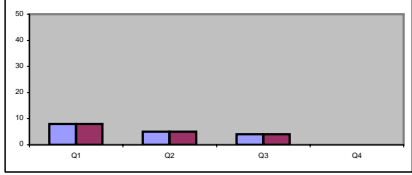


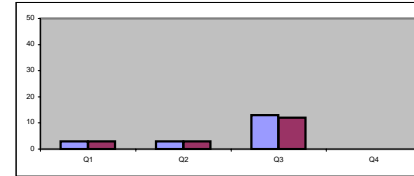
Report to Standards Committee Complaints handling performance 2008/9

			Q1	Q2	Q3	Q4			
			Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar			
COMMUNITIES									
Customer Services	Stage 1	Response req'd in this period	8	5	4			Stage 1 Performance 	
		Responded within timescale	8	5	4				
		Performance (Target 88%)	100%	100%	100%				
	Stage 2-4	Complaints with CAP							
		Compensation paid							
Trading Standards	Stage 1	Response req'd in this period	1	3	5			Stage 1 Performance 	
		Responded within timescale	1	3	5				
		Performance (Target 88%)	100%	100%	100%				
	Stage 2-4	Complaints with CAP							
		Compensation paid							
Fire & Rescue	Stage 1	Response req'd in this period	11	11	8			Stage 1 Performance 	
		Responded within timescale	11	11	8				
		Performance (Target 88%)	100%	100%	100%				
	Stage 2-4	Complaints with CAP							
		Compensation paid							
Cultural Services	Stage 1	Response req'd in this period	16	24	12			Stage 1 Performance 	
		Responded within timescale	16	22	11				
		Performance (Target 88%)	100%	92%	92%				
	Stage 2-4	Complaints with CAP	1						
		Compensation paid							
Local Partnership Teams	Stage 1	Response req'd in this period	0	0	0			Stage 1 Performance 	
		Responded within timescale	0	0	0				
		Performance (Target 88%)	100%	100%	100%				
	Stage 2-4	Complaints with CAP							
		Compensation paid							
ENVIRONMENT & INFRASTRUCTURE									
Surrey Highways	Stage 1	Response req'd in this period	60	79	73			Stage 1 Performance 	
		Responded within timescale	55	69	67				
		Performance (Target 88%)	82%	87%	92%				
	Stage 2-4	Complaints with CAP	1	3	2				
		Compensation paid		£200					

Report to Standards Committee Complaints handling performance 2008/9

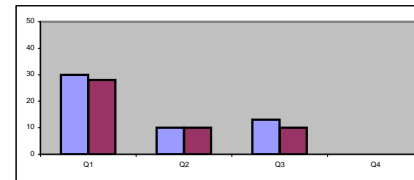
Transport for Surrey	Stage 1	Response req'd in this period	3	3	13
		Responded within timescale	3	3	12
		Performance (Target 88%)	100%	100%	92%
	Stage 2-4	Complaints with CAP	2		
		Compensation paid			
Environment	Stage 1	Response req'd in this period	30	10	13
		Responded within timescale	28	10	10
		Performance (Target 88%)	94%	100%	77%
	Stage 2-4	Complaints with CAP	3		2
		Compensation paid	£200	£100	£300
CORPORATE					
Finance	Stage 1	Response req'd in this period	0	2	0
		Responded within timescale	0	2	0
		Performance (Target 88%)	100%	100%	100%
	Stage 2-4	Complaints with CAP			
		Compensation paid			
HR & OD	Stage 1	Response req'd in this period	0	0	0
		Responded within timescale	0	0	0
		Performance (Target 88%)	100%	100%	100%
	Stage 2-4	Complaints with CAP			
		Compensation paid			
Legal	Stage 1	Response req'd in this period	1	2	1
		Responded within timescale	1	2	1
		Performance (Target 88%)	100%	100%	100%
	Stage 2-4	Complaints with CAP			
		Compensation paid			
Procurement	Stage 1	Response req'd in this period	1	0	0
		Responded within timescale	0	0	0
		Performance (Target 88%)	0%	100%	100%
	Stage 2-4	Complaints with CAP			
		Compensation paid			
Estate Planning & Management	Stage 1	Response req'd in this period	2	2	4
		Responded within timescale	2	2	4
		Performance (Target 88%)	100%	100%	100%
	Stage 2-4	Complaints with CAP			

Stage 1 Performance

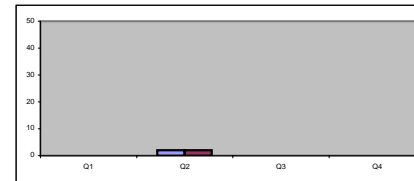


Comment

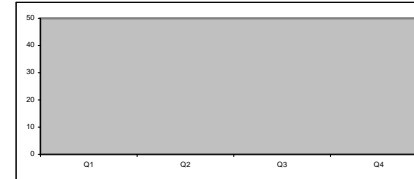
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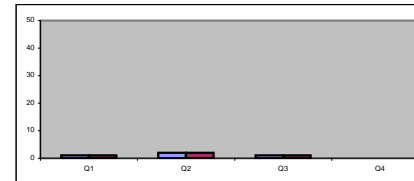
Q3 - Payment of £300 on recognition of period of uncertainty and distress caused.



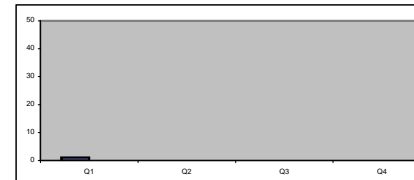
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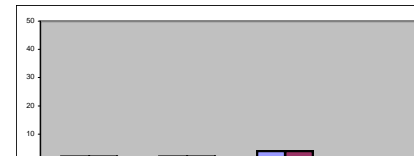
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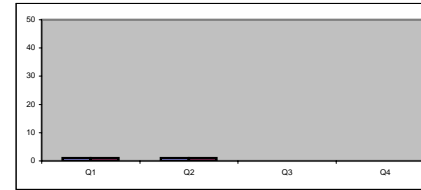
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**Report to Standards Committee
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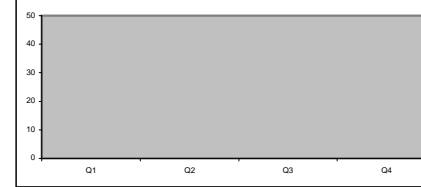
		Compensation paid				
Shared Service Centre	Stage 1	Response req'd in this period	1	1	0	
		Responded within timescale	1	1	0	
		Performance (Target 88%)	100%	100%	100%	
	Stage 2-4	Complaints with CAP			1	
		Compensation paid				



CHIEF EXECUTIVES

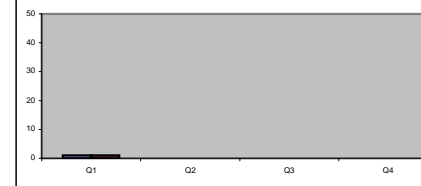
Democratic Services	Stage 1	Response req'd in this period	0	0	0	
		Responded within timescale	0	0	0	
		Performance (Target 88%)	100%	100%	100%	
	Stage 2-4	Complaints with CAP				
		Compensation paid				
Communications	Stage 1	Response req'd in this period	1	0	0	
		Responded within timescale	1	0	0	
		Performance (Target 88%)	100%	100%	100%	
	Stage 2-4	Complaints with CAP				
		Compensation paid				

Stage 1 Performance



Comment

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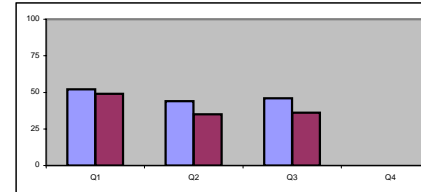


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**Report to Standards Committee
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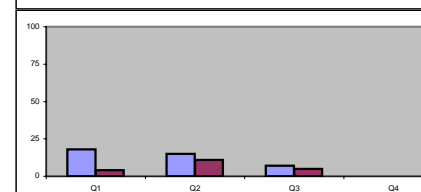
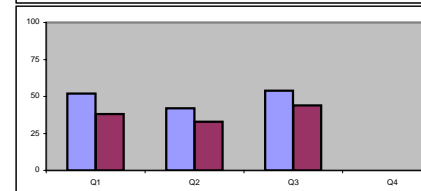
FAMILIES						
Children's	Stage 1	Response req'd in this period	52	44	46	
		Responded within timescale	49	35	36	
		Performance (Target 88%)	94%	80%	78%	
	Stage 2-4	Complaints with CAP			1	
		Compensation paid	£500	£750	£250	
Adults		Response req'd in this period	52	42	54	
		Responded within timescale	38	33	44	
		Performance (Target 88%)	73%	79%	81%	
		Compensation paid	£383			
Schools and Learning	Stage 1	Response req'd in this period	18	15	7	
		Responded within timescale	4	11	5	
		Performance (Target 88%)	22%	73%	71%	
		Stage 2-4	Complaints with CAP	1		
			Compensation paid			£200
Young people	Stage 1	Response req'd in this period	2	6	1	
		Responded within timescale	0	5	1	
		Performance (Target 88%)	0%	83%	100%	
		Stage 2-4	Complaints with CAP			
			Compensation paid			

Stage 1 Performance

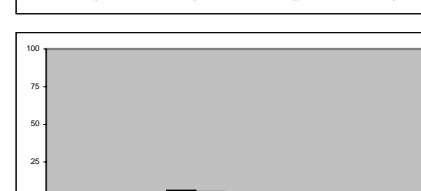


Comment

Q3 - £250 made up of: McPherson £50, McKenzie £100 & Herne £100. Payment for time and trouble.



Q3 - £200 - Compensation in recognition of anxiety and distress caused to due maladministration identified



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