



Standards Committee
14 June 2010

Corporate Complaints Annual Summary Report 2009/10

Purpose of the report:

To review the annual complaint performance report.

Introduction:

1. The attached report highlights the number of complaints received and annual service response times.

SCC Annual Performance Highlights:

2. The Council's overall annual stage 1 complaint performance 2009/10 was 86%, which is marginally below the 88% target.

Complaints	Annual performance
Corporate complaints	93%
Families complaints	76%
Overall SCC Complaint performance	86%

Corporate Complaints

3. The Council received 610 stage 1 complaints during this annual reporting period and responded to 93% of those within the agreed performance time standards. (April 09 until Dec 09 - 20 working days and Jan 10 until Mar 10 - 14 working days)

4.

Service	% split of stage 1 complaints received
Surrey Highways	53%
Cultural Services	12%
Environment Service	10%
Transport for Surrey	7%
Surrey Fire & Rescue	6%
All others	12%

5. The Council successfully exceeded the Corporate Performance target of 88%.
6. The Council paid out a total of £800 in compensation as a result of service failure identified through the corporate complaints procedure.

Families Complaint Performance

7. See Statutory Complaints report provided by Families Customer Relations Team.

Conclusions:

8. Corporate Complaints performance is above target.
9. The Corporate Performance target for 2010/11 has been raised from 88% to 90% and the response time has been reduced to 10 working days.
10. Customer Relations will continue to support services to comply with the corporate complaints procedure and to meet the new more challenging targets.

Recommendation:

11. That the Committee to continue monitoring the Council's complaints procedure and performance.

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