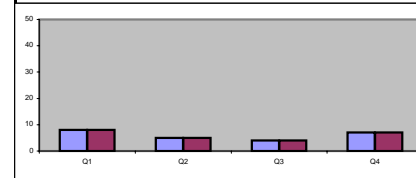


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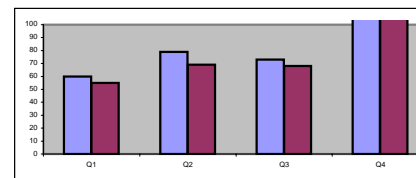
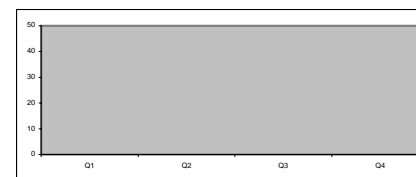
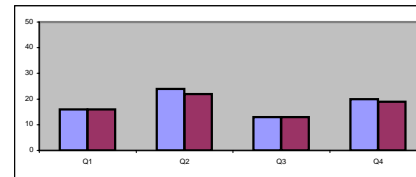
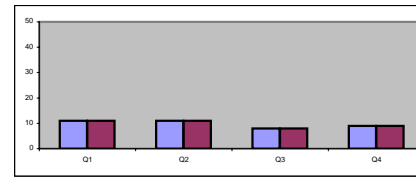
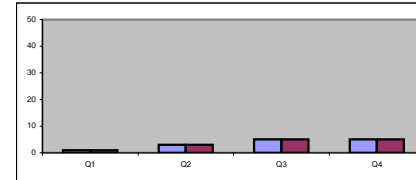
COMMUNITIES		Q1	Q2	Q3	Q4	YR	
		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar		
Customer Services	Stage 1	Response req'd in this period	8	5	4	7	24
		Responded within timescale	8	5	4	7	24
		Performance (Target 88%)	100%	100%	100%	100%	100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
Trading Standards	Stage 1	Response req'd in this period	1	3	5	5	14
		Responded within timescale	1	3	5	5	14
		Performance (Target 88%)	100%	100%	100%	100%	100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
Fire & Rescue	Stage 1	Response req'd in this period	11	11	8	9	39
		Responded within timescale	11	11	8	9	39
		Performance (Target 88%)	100%	100%	100%	100%	100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
Cultural Services	Stage 1	Response req'd in this period	16	24	13	20	73
		Responded within timescale	16	22	13	19	70
		Performance (Target 88%)	100%	92%	100%	95%	96%
	Stage 2-4	Complaints with CAP	1				1
		Compensation paid					
Local Partnership Teams	Stage 1	Response req'd in this period	0	0	0	0	0
		Responded within timescale	0	0	0	0	0
		Performance (Target 88%)	100%	100%	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	114	326
		Responded within timescale	55	69	68	112	304
		Performance (Target 88%)	92%	87%	92%	98%	93%
	Stage 2-4	Complaints with CAP	1	3	2		6
		Compensation paid		£200		£200	

Stage 1 Performance



Comment

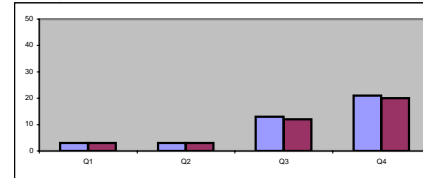
Q4 Comopensation payment of £113.42 was paid for time, trouble and delay for issuing a Student Farecard.



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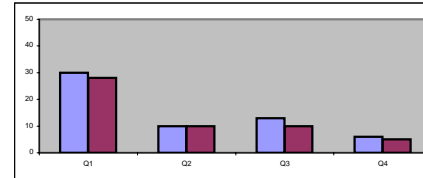
Transport for Surrey	Stage 1	Response req'd in this period	3	3	13	21	40
		Responded within timescale	3	3	12	20	38
		Performance (Target 88%)	100%	100%	92%	95%	95%
	Stage 2-4	Complaints with CAP	2				2
		Compensation paid					
Environment	Stage 1	Response req'd in this period	30	10	13	6	59
		Responded within timescale	28	10	10	5	53
		Performance (Target 88%)	94%	100%	77%	83%	90%
	Stage 2-4	Complaints with CAP	3		2		5
		Compensation paid	£200	£100	£300		£600
CORPORATE							
Finance	Stage 1	Response req'd in this period	0	2	0	1	3
		Responded within timescale	0	2	0	0	2
		Performance (Target 88%)	100%	100%	100%	0%	67%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
HR & OD	Stage 1	Response req'd in this period	0	0	0	0	0
		Responded within timescale	0	0	0	0	0
		Performance (Target 88%)	100%	100%	100%	100%	100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
Legal	Stage 1	Response req'd in this period	1	2	1	1	1
		Responded within timescale	1	2	1	1	1
		Performance (Target 88%)	100%	100%	100%	100%	100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
Procurement	Stage 1	Response req'd in this period	1	0	0	2	3
		Responded within timescale	0	0	0	0	0
		Performance (Target 88%)	0%	100%	100%	0%	0%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
Estate Planning & Management	Stage 1	Response req'd in this period	2	2	4	8	16
		Responded within timescale	2	2	4	5	13
		Performance (Target 88%)	100%	100%	100%	63%	81%

Stage 1 Performance

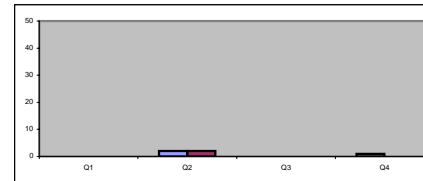


Comment

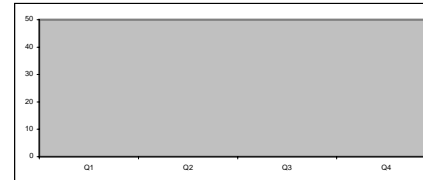
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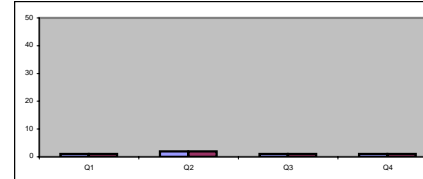
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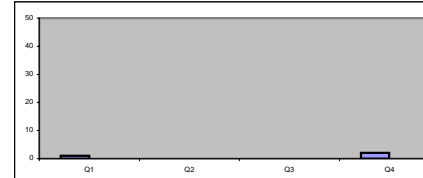
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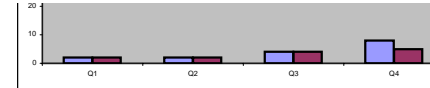
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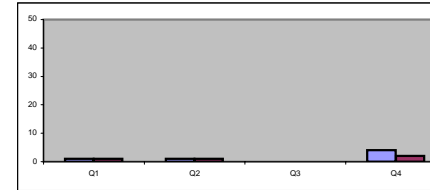
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	Stage 2-4	Complaints with CAP					
		Compensation paid					



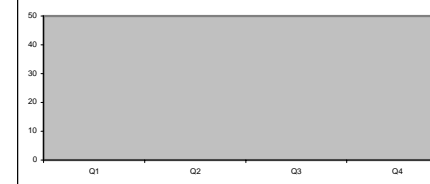
Shared Service Centre	Stage 1	Response req'd in this period	1	1	0	4	6
		Responded within timescale	1	1	0	2	4
		Performance (Target 88%)	100%	100%	100%	50%	67%
	Stage 2-4	Complaints with CAP			1		1
		Compensation paid					



CHIEF EXECUTIVES

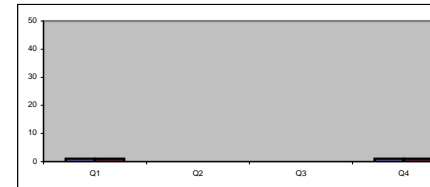
Democratic Services	Stage 1	Response req'd in this period	0	0	0	0	0
		Responded within timescale	0	0	0	0	0
		Performance (Target 88%)	100%	100%	100%	100%	100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					

Stage 1 Performance



Comment

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

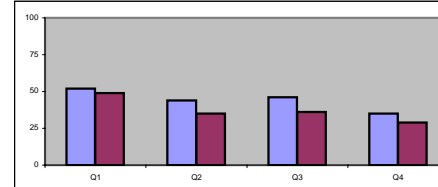


CORPORATE TOTAL	Stage 1	Response req'd in this period	135	142	134	199	610
		Responded within timescale	127	130	125	186	568
		Performance (Target 88%)	94%	92%	93%	93%	93%

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FAMILIES							
Children's	Stage 1	Response req'd in this period	52	44	46	35	177
		Responded within timescale	49	35	36	29	149
		Performance (Target 88%)	94%	80%	78%	83%	84%
	Stage 2-4	Complaints with CAP			1		1
		Compensation paid	£500	£750	£250		£1,500

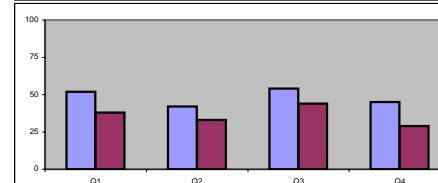
Stage 1 Performance



Comment

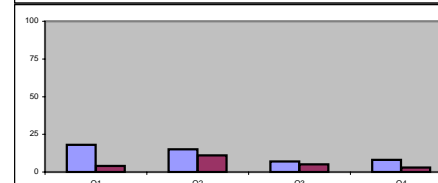
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Adults		Response req'd in this period	52	42	54	45	193
		Responded within timescale	38	33	44	29	144
		Performance (Target 88%)	73%	79%	81%	64%	75%
	Stage 2-4	Complaints with CAP					
		Compensation paid	£383				£383



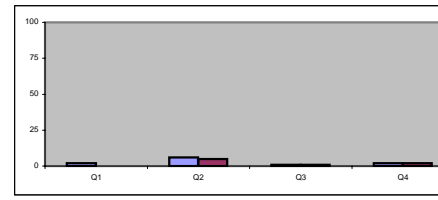
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Schools and Learning	Stage 1	Response req'd in this period	18	15	7	8	48
		Responded within timescale	4	11	5	3	23
		Performance (Target 88%)	22%	73%	71%	38%	48%
	Stage 2-4	Complaints with CAP	1				1
		Compensation paid			£200		£200



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Young people	Stage 1	Response req'd in this period	2	6	1	2	11
		Responded within timescale	0	5	1	2	8
		Performance (Target 88%)	0%	83%	100%	100%	73%
	Stage 2-4	Complaints with CAP					
		Compensation paid					



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FAMILIES TOTAL	Stage 1	Response req'd in this period	124	107	108	90	429
		Responded within timescale	91	84	86	63	324
		Performance (Target 88%)	73%	79%	80%	70%	76%

TOTAL ALL	Stage 1	Response req'd in this period	259	249	242	289	1,039
		Responded within timescale	218	214	211	249	892
		Performance (Target 88%)	84%	86%	87%	86%	86%

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:

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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