

			Q1	Q2	Q3	Q4	YR
			Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
COMMUNITIES							
Customer Services	Stage 1	Response req'd in this period	10				10
		Responded within timescale	8				8
		Performance (Target 90%)	80%				80%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
Trading Standards							
	Stage 1	Response req'd in this period	2				2
		Responded within timescale	2				2
		Performance (Target 90%)	100%				100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
Fire & Rescue							
	Stage 1	Response req'd in this period	13				13
		Responded within timescale	13				13
		Performance (Target 90%)	100%				100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
Cultural Services							
	Stage 1	Response req'd in this period	13				13
		Responded within timescale	13				13
		Performance (Target 90%)	100%				100%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					
Local Partnership Teams							
	Stage 1	Response req'd in this period	0				0
		Responded within timescale	0				0
		Performance (Target 90%)	100%				100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
ENVIRONMENT & INFRASTRUCTURE							
Surrey Highways							
	Stage 1	Response req'd in this period	79				79
		Responded within timescale	75				75
		Performance (Target 90%)	95%				95%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					£0
Transport for Surrey							
	Stage 1	Response req'd in this period	17				17
		Responded within timescale	17				17
		Performance (Target 90%)	100%				100%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					
Environment							
	Stage 1	Response req'd in this period	9				9
		Responded within timescale	6				6
		Performance (Target 90%)	67%				67%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					£0
CORPORATE							
Finance							
	Stage 1	Response req'd in this period	8				8
		Responded within timescale	6				6
		Performance (Target 90%)	75%				75%
	Stage 2-4	Complaints with CAP					
		Compensation paid					

HR & OD	Stage 1	Response req'd in this period	0			0
		Responded within timescale	0			0
		Performance (Target 90%)	100%			100%
	Stage 2-4	Complaints with CAP				
		Compensation paid				

I.M.T.	Stage 1	Response req'd in this period	0			0
		Responded within timescale	0			0
		Performance (Target 90%)	100%			100%
	Stage 2-4	Complaints with CAP				
		Compensation paid				

Procurement & Contract	Stage 1	Response req'd in this period	0			0
		Responded within timescale	0			0
		Performance (Target 90%)	100%			100%
	Stage 2-4	Complaints with CAP				
		Compensation paid				

Estate Planning & Management	Stage 1	Response req'd in this period	11			11
		Responded within timescale	11			11
		Performance (Target 90%)	100%			100%
	Stage 2-4	Complaints with CAP				
		Compensation paid				

Shared Service Centre	Stage 1	Response req'd in this period	3			3
		Responded within timescale	2			2
		Performance (Target 90%)	67%			67%
	Stage 2-4	Complaints with CAP				0
		Compensation paid				

CHIEF EXECUTIVES

Legal & Democratic Services	Stage 1	Response req'd in this period	3			3
		Responded within timescale	2			2
		Performance (Target 90%)	67%			67%
	Stage 2-4	Complaints with CAP				
		Compensation paid				

Communications	Stage 1	Response req'd in this period	0			0
		Responded within timescale	0			0
		Performance (Target 90%)	100%			100%
	Stage 2-4	Complaints with CAP				
		Compensation paid				

Performance & Audit	Stage 1	Response req'd in this period	0			0
		Responded within timescale	0			0
		Performance (Target 90%)	100%			100%
	Stage 2-4	Complaints with CAP				
		Compensation paid				

Corporate Policy	Stage 1	Response req'd in this period	0			0
		Responded within timescale	0			0
		Performance (Target 90%)	100%			100%
	Stage 2-4	Complaints with CAP				
		Compensation paid				

CORPORATE TOTAL	Stage 1	Response req'd in this period	168				168
		Responded within timescale	155				155
		Performance (Target 90%)	92%				92%

FAMILIES

Children's	Stage 1	Response req'd in this period	48				48
		Responded within timescale	33				33
		Performance (Target 90%)	69%				69%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					£0

Adults		Response req'd in this period	38				38
		Responded within timescale	25				25
		Performance (Target 90%)	66%				66%
	Stage 2-4						
		Compensation paid					£0

Schools and Learning	Stage 1	Response req'd in this period	8				8
		Responded within timescale	3				3
		Performance (Target 90%)	38%				38%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					£0

Young people	Stage 1	Response req'd in this period	1				1
		Responded within timescale	1				1
		Performance (Target 90%)	100%				100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					

FAMILIES TOTAL	Stage 1	Response req'd in this period	95				95
		Responded within timescale	62				62
		Performance (Target 90%)	65%				65%

TOTAL ALL	Stage 1	Response req'd in this period	263				263
		Responded within timescale	217				217
		Performance (Target 90%)	83%				83%

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.