COMMUNITIES			Q1 Apr- lup	Q2	Q3 Oct-Dec	Q4 Jan-Mar	YR
COMMONITIES Customer Services	Stage 1	Response req'd in this period	Api-Juli 10	Jui-Sep			10
oustonier bervices	Oldge 1	Responded within timescale	8				8
		Performance (Target 90%)					-
	Stage 2-4	Complaints with CAP	80%				80%
	Stage 2-4	Compensation paid					
				[
Trading Standards	Stage 1	Response req'd in this period	2				2
		Responded within timescale	2				2
		Performance (Target 90%)	100%				1 00 %
	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	100 %				100 /6
	g	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	Stage 1	Response req'd in this period	0				0
Partnership Teams		Responded within timescale	0				0
		Performance (Target 90%)	100%				100%
	Stage 2-4	Complaints with CAP	10070				10070
		Compensation paid					
ENVIRONMENT & INFRASTRUCTURE							
Surrey	Stage 1	Response req'd in this period	79				79
Highways	etage :	Responded within timescale	75				75
inginayo		Performance (Target 90%)					-
	Stage 2-4	Complaints with CAP	95%				95%
	Olage 2 4	Compensation paid					0
							£0
Transport for Surrey	Stage 1	Response req'd in this period	17				17
	g	Responded within timescale	17				17
		Performance (Target 90%)					
	Stage 2-4	Complaints with CAP	100%			-	100%
		Compensation paid					0
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			[[0
	Clago I	Responded within timescale	6				8
		Performance (Target 90%)					
	Store 2.4		75%				75%
	Stage 2-4	-					
		Compensation paid	ļ				

HR & OD	Stage 1	Response req'd in this period	0		
		Responded within timescale	0		
		Performance (Target 90%)	100%		100%
	Stage 2-4	Complaints with CAP			
		Compensation paid			
. M .T.	Stage 1	Response req'd in this period	0		
	0	Responded within timescale	0		
		Performance (Target 90%)	100%		100%
	Stage 2-4	Complaints with CAP	10070		
		Compensation paid			
Procurement & Contract	Store 1	Response req'd in this period			
Procurement & Contract	Stage 1	Response req a in this period	0		
		Responded within timescale	0		
		Performance (Target 90%)	100%		100%
	Stage 2-4	Complaints with CAP	10070		
	-	Compensation paid			
Ectoto Planning 9	Store 1	Response req'd in this period			
Estate Planning & Management	Stage 1	Response reg d in this period Responded within timescale	11	<u>├</u>	1
		Performance (Target 90%)	11		1
	Stage 2.4	Complaints with CAP	100%		100%
	Slage 2-4	Compensation paid			
		compensation paid			
Shared Service Centre	Stage 1	Response req'd in this period	3		
	olago i	Responded within timescale	2		
		Performance (Target 90%)	67%		67%
	Stage 2-4	Complaints with CAP	0770		677
		Compensation paid			
CHIEF EXECUTIVES					
Legal & Democratic	Stage 1	Response req'd in this period	3		
Services		Responded within timescale	2		
		Performance (Target 90%)	67%		67%
	Stage 2-4	Complaints with CAP			
		Compensation paid			
Communications	Stage 1	Response req'd in this period	0		
Communications		Nesponse requiri uns penou	0		
Communications	etage :	Responded within timescale	0		
		Responded within timescale	0		
		Performance (Target 90%)	0 100%		
		Performance (Target 90%) Complaints with CAP			
		Performance (Target 90%)			
	Stage 2-4	Performance (Target 90%) Complaints with CAP Compensation paid	100%		1009
		Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period	100%		100%
	Stage 2-4	Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period Responded within timescale	100% 0 0		
	Stage 2-4	Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period Responded within timescale Performance (Target 90%)	100%		
	Stage 2-4	Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period Responded within timescale	100% 0 0		
	Stage 2-4	Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period Responded within timescale Performance (Target 90%) Complaints with CAP	100% 0 0		
Performance & Audit	Stage 2-4	Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period Responded within timescale Performance (Target 90%) Complaints with CAP	100% 0 0		
Performance & Audit	Stage 2-4	Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period Responded within timescale Performance (Target 90%) Complaints with CAP Compensation paid	100% 0 0 100%		1009
Performance & Audit	Stage 2-4	Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period Responded within timescale Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period	100% 0 100% 0 0 0 0 0		1009
Performance & Audit	Stage 2-4	Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period Responded within timescale Performance (Target 90%) Complaints with CAP Compensation paid Response req'd in this period Responded within timescale	100% 0 100% 0		

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

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.