



STANDARDS COMMITTEE
3 September 2010

Complaint Performance Summary Report - 1st Quarter 2010/11

Purpose of the report:

To review the quarterly complaint performance report.

Introduction:

1. The attached report (**Appendix A**) highlights the number of complaints received and service response times between 1 April and 30 June 2010. Also included are the corrective actions agreed during this period (**Appendix B**).

Surrey County Council Complaint Performance Summary:

2. The Council's overall stage 1 complaint performance for the 1st quarter of 2010/11 was 83%, below the 90% target.

Complaints	Annual performance
Corporate complaints	92%
Families complaints	65%
Overall SCC Complaint performance	83%

3. The Families Customer Relations Team (FCRT) are aware of the performance issues highlighted in the report and where appropriate have taken the following actions:
 - Reminded team managers of the need to agree a timescale with the complainant
 - Reminded team managers that the process allows for timescales to be renegotiated where necessary and with reasonable explanation
 - Reminded team managers of the need to inform the Families Customer of agreed or renegotiated timescales for performance monitoring.
 - Issued a single blanket reminder to all teams ahead of the agreed capture date. Asking teams to make sure they have copied FCRT into letters of response and complaint plans so that our team's records are

ITEM 9

accurate and up-to-date at the time the data is analysed for the monthly reports.

- Are promoting the “How to Handle Complaints – Visiting Workshops.

Conclusions & Recommendations:

4. That the Committee note performance and raise any concerns they have with representative officers.

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