



**STANDARDS COMMITTEE
29 OCTOBER 2010**

Complaint Performance Summary Report - 2nd 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 July and 30 September 2010. Also included are the corrective actions agreed during this period (Appendix B).

SCC Complaint Performance Summary:

2. The Council's overall stage 1 complaint performance for the 2nd quarter of 2010/11 was 86%, an improvement from last quarter but still below the 90% target.

Complaints	Annual performance
Corporate complaints	91%
Families complaints	80%
Overall SCC Complaint performance	86%

3. The Families Customer Relations Team are aware of the performance issues highlighted in the report and appropriate action is ongoing with senior managers in Adults, Children's and Schools and Learning.

Conclusions & Recommendations:

It is recommended that the Committee notes performance and raises any concerns it has with representative officers.

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Background Papers: