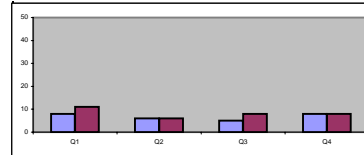


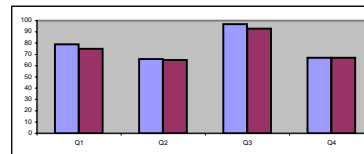
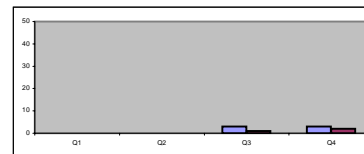
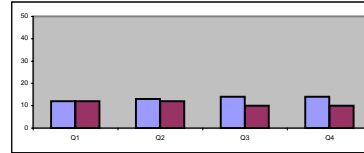
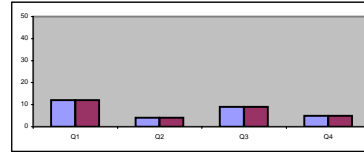
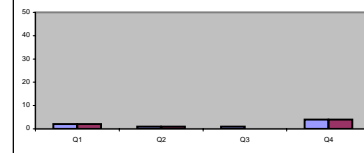
**Report to Standards Committee  
Complaints handling performance 2010/11**

		Q1	Q2	Q3	Q4	YR	
		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar		
<b>CUSTOMERS &amp; COMMUNITIES</b>							
<b>Customer Services</b>	Stage 1	Response req'd in this period	11	6	8	8	<b>33</b>
		Responded within timescale	8	6	5	8	<b>27</b>
		Performance (Target 90%)	73%	100%	63%	100%	<b>82%</b>
	Stage 2-4	Complaints with CAP		1			
		Compensation paid					
<b>Trading Standards</b>	Stage 1	Response req'd in this period	2	1	1	4	<b>8</b>
		Responded within timescale	2	1	0	4	<b>7</b>
		Performance (Target 90%)	100%	100%	0%	100%	<b>88%</b>
	Stage 2-4	Complaints with CAP				1	
		Compensation paid					
<b>Fire &amp; Rescue</b>	Stage 1	Response req'd in this period	12	4	9	5	<b>30</b>
		Responded within timescale	12	4	9	5	<b>30</b>
		Performance (Target 90%)	100%	100%	100%	100%	<b>100%</b>
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>Cultural Services</b>	Stage 1	Response req'd in this period	12	13	14	14	<b>53</b>
		Responded within timescale	12	12	10	10	<b>44</b>
		Performance (Target 90%)	100%	92%	71%	71%	<b>83%</b>
	Stage 2-4	Complaints with CAP	1		1		<b>2</b>
		Compensation paid					
<b>Local Partnership Teams</b>	Stage 1	Response req'd in this period	0	0	3	3	<b>6</b>
		Responded within timescale	0	0	1	2	<b>3</b>
		Performance (Target 90%)	100%	100%	33%	67%	<b>50%</b>
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>ENVIRONMENT &amp; INFRASTRUCTURE</b>							
<b>Surrey Highways</b>	Stage 1	Response req'd in this period	79	66	97	67	<b>309</b>
		Responded within timescale	75	65	93	67	<b>300</b>
		Performance (Target 90%)	95%	98%	96%	100%	<b>97%</b>
	Stage 2-4	Complaints with CAP	7	3	3	3	<b>16</b>
		Compensation paid		£3,630		<b>£3,630</b>	

Stage 1 Performance



Comment



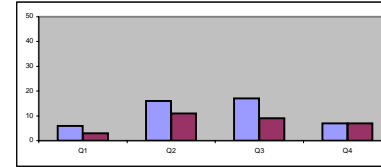
Compensation payment - Vehicle crossover application given in error - Payment of £2990.38 to be paid to reinstate garden with £500 compensation for time, distress inconvenience caused.

**Report to Standards Committee  
Complaints handling performance 2010/11**

									Stage 1 Performance	Comment
<b>Transport for Surrey</b>	Stage 1	Response req'd in this period	18	19	24	26	<b>87</b>			
		Responded within timescale	18	18	23	26	<b>85</b>			
		Performance (Target 90%)	100%	95%	96%	100%	<b>98%</b>			
	Stage 2-4	Complaints with CAP					<b>0</b>			
		Compensation paid								
<b>Environment</b>	Stage 1	Response req'd in this period	8	18	3	10	<b>39</b>			
		Responded within timescale	8	14	3	8	<b>33</b>			
		Performance (Target 90%)	100%	78%	100%	80%	<b>85%</b>			
	Stage 2-4	Complaints with CAP					<b>0</b>			
		Compensation paid					<b>£0</b>			
<b>CHANGE &amp; EFFICENCY</b>										
<b>Estate Planning &amp; Management</b>	Stage 1	Response req'd in this period	11	3	2	4	<b>20</b>			
		Responded within timescale	11	2	2	4	<b>19</b>			
		Performance (Target 90%)	100%	67%	100%	100%	<b>95%</b>			
	Stage 2-4	Complaints with CAP			1					
		Compensation paid								
<b>Finance</b>	Stage 1	Response req'd in this period	6	0	0	2	<b>8</b>			
		Responded within timescale	5	0	0	1	<b>6</b>			
		Performance (Target 90%)	83%	100%	100%	50%	<b>75%</b>			
	Stage 2-4	Complaints with CAP								
		Compensation paid								
<b>HR &amp; Organisational Dev.</b>	Stage 1	Response req'd in this period	0	0	0	1	<b>1</b>			
		Responded within timescale	0	0	0	1	<b>1</b>			
		Performance (Target 90%)	100%	100%	100%	100%	<b>100%</b>			
	Stage 2-4	Complaints with CAP								
		Compensation paid								
<b>IMT</b>	Stage 1	Response req'd in this period	0	0	0	0	<b>0</b>			
		Responded within timescale	0	0	0	0	<b>0</b>			
		Performance (Target 90%)	100%	100%	100%	100%	<b>n/a</b>			
	Stage 2-4	Complaints with CAP								
		Compensation paid								
<b>Procurement &amp; Contract</b>	Stage 1	Response req'd in this period	0	1	0	1	<b>2</b>			
		Responded within timescale	0	1	0	0	<b>1</b>			
		Performance (Target 90%)	100%	100%	100%	0%	<b>50%</b>			
	Stage 2-4	Complaints with CAP								
		Compensation paid								

**Report to Standards Committee  
Complaints handling performance 2010/11**

<b>Shared Service Centre</b>	Stage 1	Response req'd in this period	6	16	17	7	<b>46</b>
		Responded within timescale	3	11	9	7	<b>30</b>
		Performance (Target 90%)	50%	69%	53%	100%	<b>65%</b>
	Stage 2-4	Complaints with CAP					<b>0</b>
		Compensation paid		£94.90			

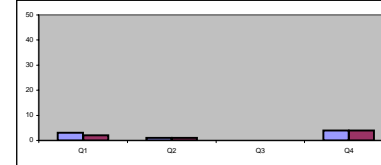


Complaint - relating to nursing care charges. Unacceptable delay in resolving this matter - outstanding balance waived as compensation for inconvenience caused.

**CHIEF EXECUTIVES**

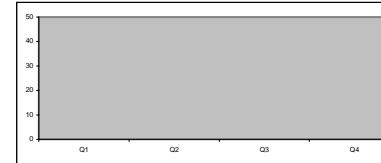
<b>Legal &amp; Democratic Services</b>	Stage 1	Response req'd in this period	3	1	0	4	<b>8</b>
		Responded within timescale	2	1	0	4	<b>7</b>
		Performance (Target 90%)	67%	100%	100%	100%	<b>88%</b>
	Stage 2-4	Complaints with CAP					
		Compensation paid					

Stage 1 Performance



Comment

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



<b>CORPORATE TOTAL</b>	Stage 1	Response req'd in this period	168	148	178	157	<b>651</b>
		Responded within timescale	156	135	155	147	<b>593</b>
		Performance (Target 90%)	93%	91%	87%	94%	<b>91%</b>
		Compensation Paid	0	3,725	0	0	<b>3,725</b>

**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.

Target for responding to stage 1 complaints is 90% responded to in time - the timescale for response is detailed below:

- 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 10 working days