



STANDARDS COMMITTEE
28 October 2011

**Customer Complaints Report (Schools and Learning –
Services for Young People)**

PURPOSE OF REPORT:

To note the Families Customer Relations Service Complaints Report (Annex A) that details Surrey County Council's Schools & Learning and Services for Young People complaints activity for the period 2010/11.

Introduction

The Annual Complaints report, attached at Annex A, provides an overall summary of the complaints activity within the Schools & Learning and Services for Young People services. The report includes updates for the Committee on:

- Improvements in performance against timescales at stage 1 of the complaints process
- A focus on learning from complaints.

Report Highlights

- Despite an improvement on last year's performance against timescales at stage 1 of the process, performance remains poor with Schools & Learning achieving 70% against a target of 80% at 10 days.
- There have been a reduction in the number of cases being escalated to Stage 2 of the County Council's complaint process (10% escalated to date).
- There has been an increased focus on learning from complaints, and the Annual Report includes examples of actions identified through complaints to help improve services.

Recommendations

That the Standards Committee NOTES the performance information within the Families Customer Relations Service Complaints Report 2010/11

That the Standards Committee be aware that Performance reports are produced regularly by the Families Customer Relations Team for the Directorate Leadership Team, who can then highlight complaints management processes within their management teams, with a focus on Stage 1 of the process.

Financial and value for money implications

There are no direct financial implications of this report.

Equalities Implications

There are no direct equalities implications of this report.

Risk Management Implications

There are no direct risk management implications of report.

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Sources/background papers: [Families Customer Relations Service Complaints Report 2010/11]