

Surrey Highways - Customer Complaints Analysis
April - October 2013

Summary

Complaint stage	Number of complaints made April - October	Number - currently under investigation	Number - fault not found	Number - fault found in part	Number - fault found	No. of complaint reasons (one letter may contain several reasons)
1	302	0	247	30	25	350
2	66	12	30	22	2	74
4	12	2	10	0	0	11
Total	380	14	287	52	27	435

1. What customers are complaining about in this period

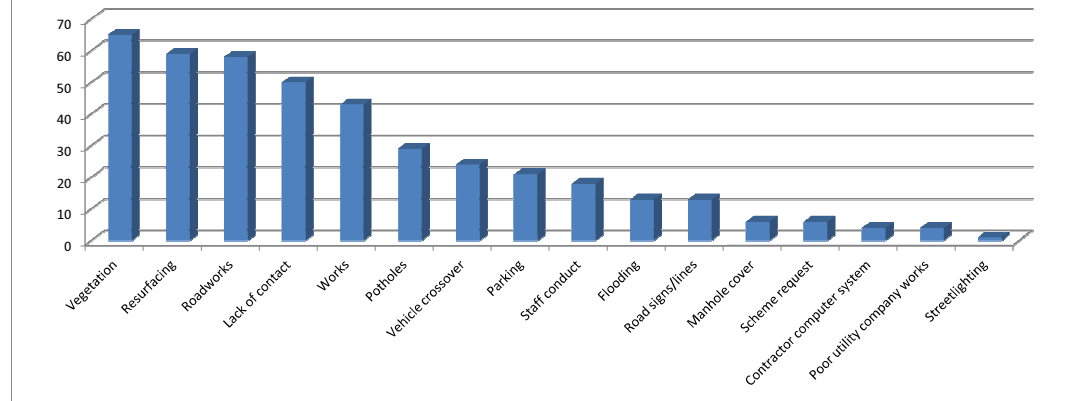
Rank	Reason	Number
1	Vegetation	65
2	Resurfacing	59
3	Roadworks	58
4	Lack of contact	50
5	Works	43
6	Potholes	29
7	Vehicle crossover	24
8	Parking	21
9	Staff conduct	18
10	Flooding	13
10	Road signs/lines	13
12	Manhole cover	6
12	Scheme request	6
14	Contractor computer system	4
14	Poor utility company works	4
16	Streetlighting	1

2. Complaints that have been upheld or partially upheld

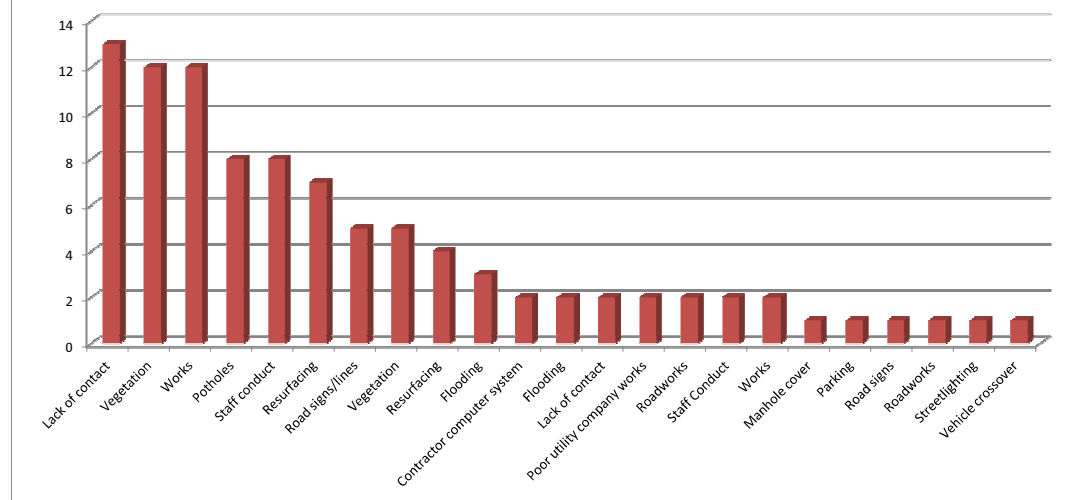
Rank	Reason	Number
1	contact	13
2	Vegetation	12
2	Works	12
4	Potholes	8
4	Staff conduct	8
6	Resurfacing	7
7	Road signs/lines	5
7	Vegetation	5
9	Resurfacing	4
10	Flooding	3
11	Contractor computer system	2
11	Flooding	2
11	Lack of contact	2
11	Poor utility company works	2
11	Roadworks	2
11	Staff Conduct	2
11	Works	2
18	Manhole cover	1
18	Parking	1
18	Road signs	1
18	Roadworks	1
18	Streetlighting	1
18	Vehicle crossover	1

Lack of contact = we have failed to respond to enquiry within customers expected timescale.

Complaint reasons 1 April - 31 October 2013



Complaints partially/fully upheld 1 April - 31 October 2013



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