

Table 1: Complaints Policy

- We welcome complaints for the opportunities they give us to inform policy and improve service delivery.
- We encourage customers to complain by making it as easy as possible for them to find out how to do so.
- We maintain procedures for the management and investigation of all complaints made to officers and to Members, and continually monitor them to ensure they are fit for purpose.
- We investigate complaints thoroughly, objectively and impartially.
- When complaints are upheld we put things right.
- When we find maladministration has caused injustice we seek a remedy that would, so far as is possible, put the complainant back into the position they would have been but for the fault.

1. Surrey County Council's complaints policy and procedures and response standards:

- 1.1 The councils' complaints policy and procedures are based upon best practise advice from the Local Government Ombudsman (LGO) whose role is to provide an independent and impartial complaints review service.
- 1.2 Customer Services manages the complaints process for the council with the exception of complaints regarding Adults Social Care (ASC) and Children, Schools and Families (CSF) which are both governed by separate statutory procedures. Complaints made to ASC and CSF are managed by the ASC Customer Relations Team and the Children's Rights Service respectively. Schools have their own complaints procedures drawn up by governors.
- 1.3 Customers can make complaints directly to a service or via the council's website. Officers aim to make a satisfactory response in line with the timescales details in Table 2.

Table 2: SCC's complaints procedures and response standards

Area	Procedure	Response standard at a stage 1
Change & Efficiency	A two stage procedure	10 working days
Chief Executives		
Customer & Communities		
Environment & Infrastructure		
Adults social care	A single stage statutory procedure	20 working days
Schools & Learning and Services for Young People	A two stage procedure	10 working days (extendable to 20 if necessary)
Children's social care	A three stage statutory procedure	10 working days (extendable to 20 if necessary)

- 1.4 Please note: The Department for Health, who created the Adults Social Care complaint regulations in 2009, did not set a timescale for how long to respond. ASC has therefore set its own timescale of 20 working days (with flexibility to extend this with the agreement of the complainant).