



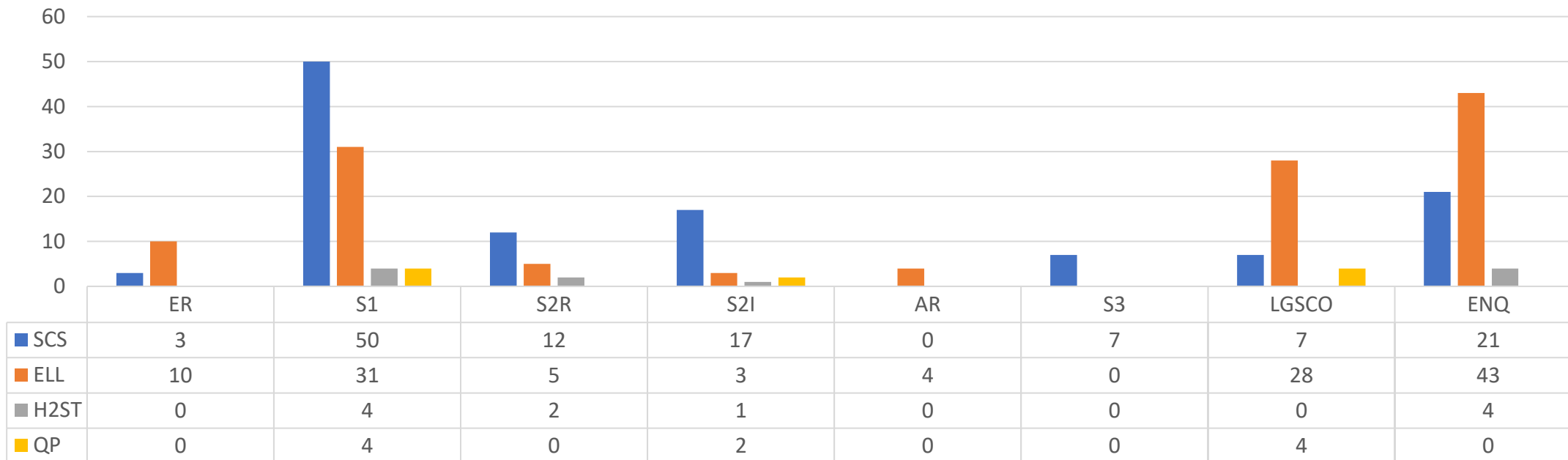
Customer Relations Update Quarter 1 (2022/23)



Childrens & Education

Quarter 1

Childrens & Education Active complaints and Enquiries at 30 June 2022



*Surrey Children Services (SCS) *Education and Lifelong Learning (ELL)
 *Home to School Transport (H2ST) *Quality and Performance (QP)

■ SCS ■ ELL ■ H2ST ■ QP

Volume of Contacts
 1st Quarter (2022/23)

- **157** Complaints recorded about Childrens Services
- **51** MP/Cllr Enquiries recorded about Childrens Services
- **33** Complaints recorded about Home to School Transport
- **58** MP/Cllr Enquiries recorded about Home to School Transport
- **143** Complaints recorded about Education
- **308** MP/Cllr Enquiries recorded about Education

Escalations to LGSCO are significantly higher for Education Services

CUSTOMER EXPERIENCE

Complainants are able to log more than one 'nature' of their complaint on the on-line portal, hence the nature of complaints may will not match the number of complaints received nor add up to 100%

SOCIAL CARE

Communication,
Staff conduct & Bias
57%

Disagree with
outcome 12%

Delayed process,
Timescales &
Information not
received 9%

Process issues 9%

CUSTOMER EXPERIENCE

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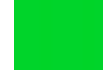
EDUCATION

Communication,
Staff conduct & Bias
31%

Process issues 31%

Disagree with
outcome 12%

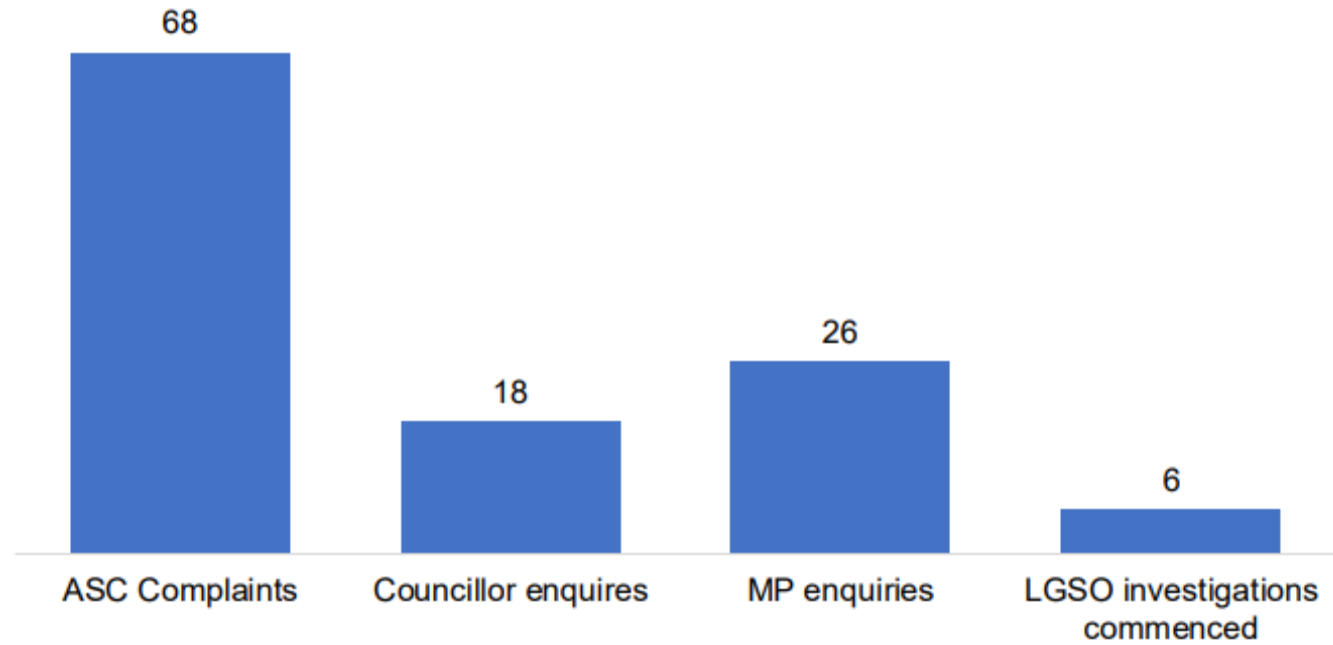
Delayed process,
Timescales &
Information not
received 12%



Adult Social Care

Quarter 1

ASC Complaints started in Q1 2022/23

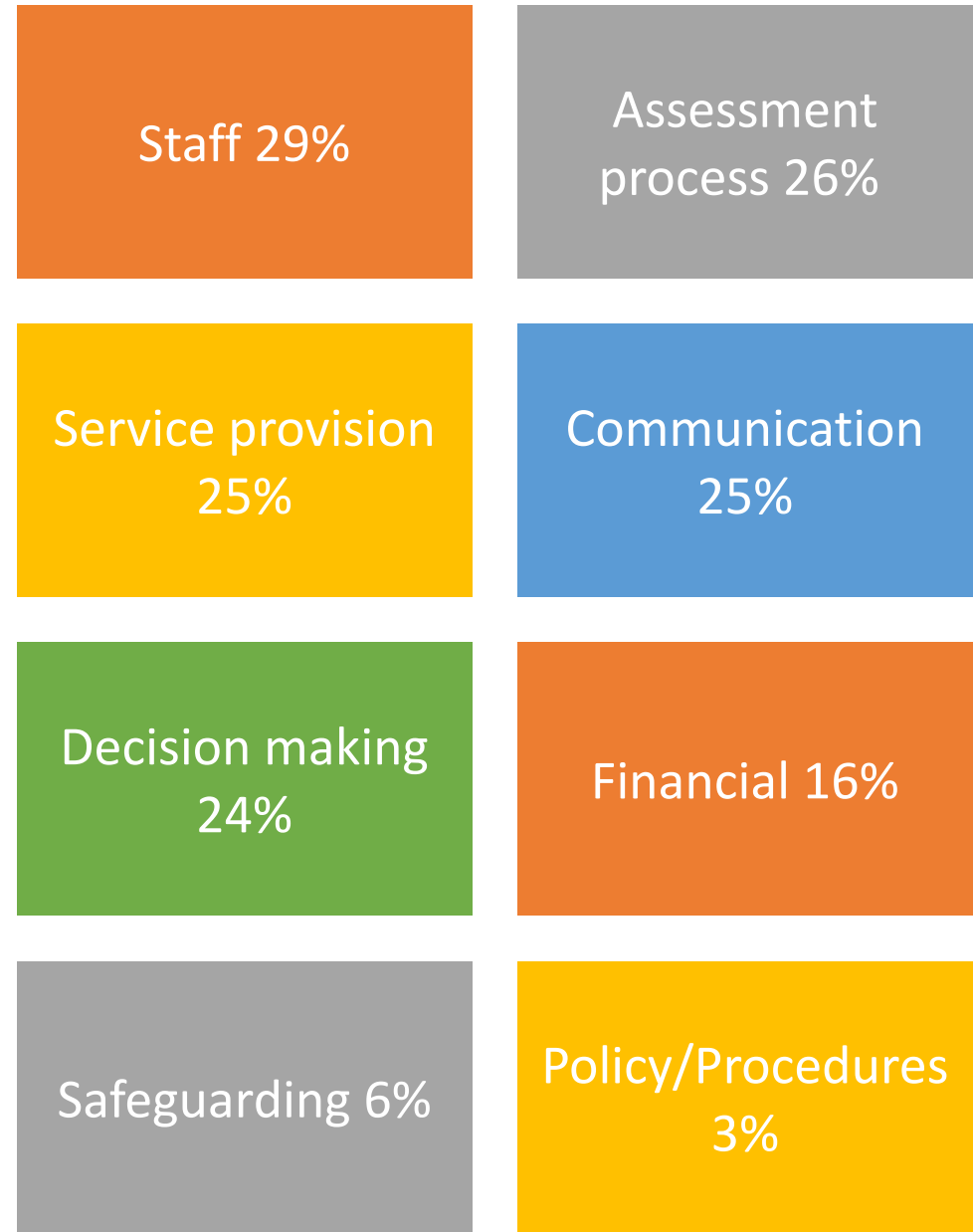


Volume of Contacts 1st Quarter

- 68 Complaints received about Adult Social Care
- 18 Cllr Enquiries responded
- 26 MP enquires
- 6 LGSCO investigations commenced

CUSTOMER EXPERIENCE

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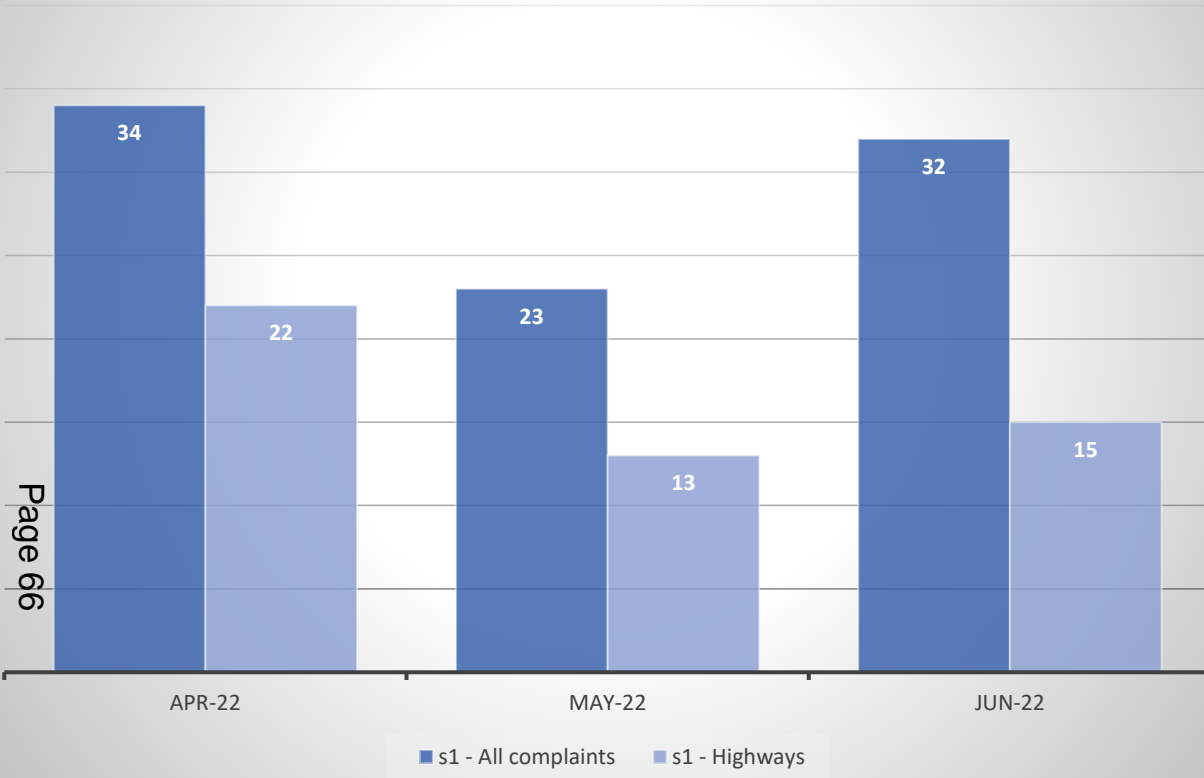


Corporate

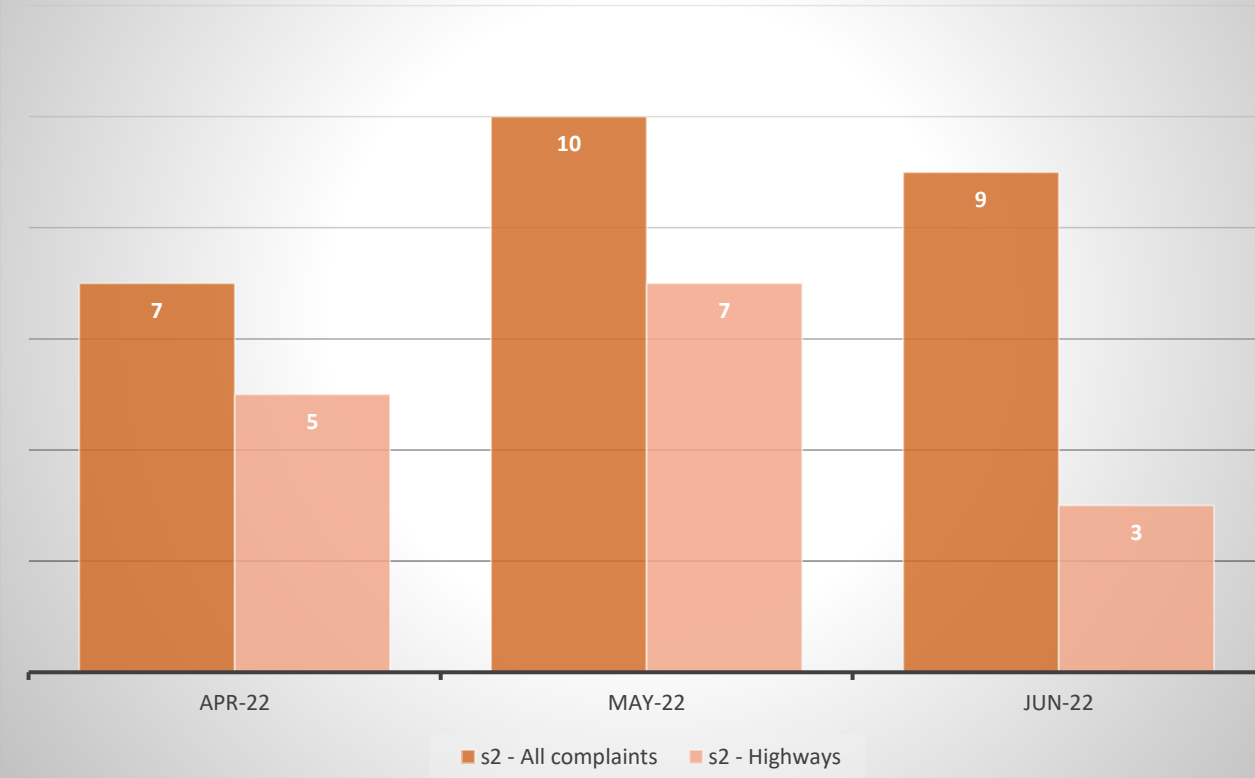
Quarter 1



Stage 1 Corporate Complaints Quarter 1 2022/23



Stage 2 Corporate Complaints Quarter 1 2022/23

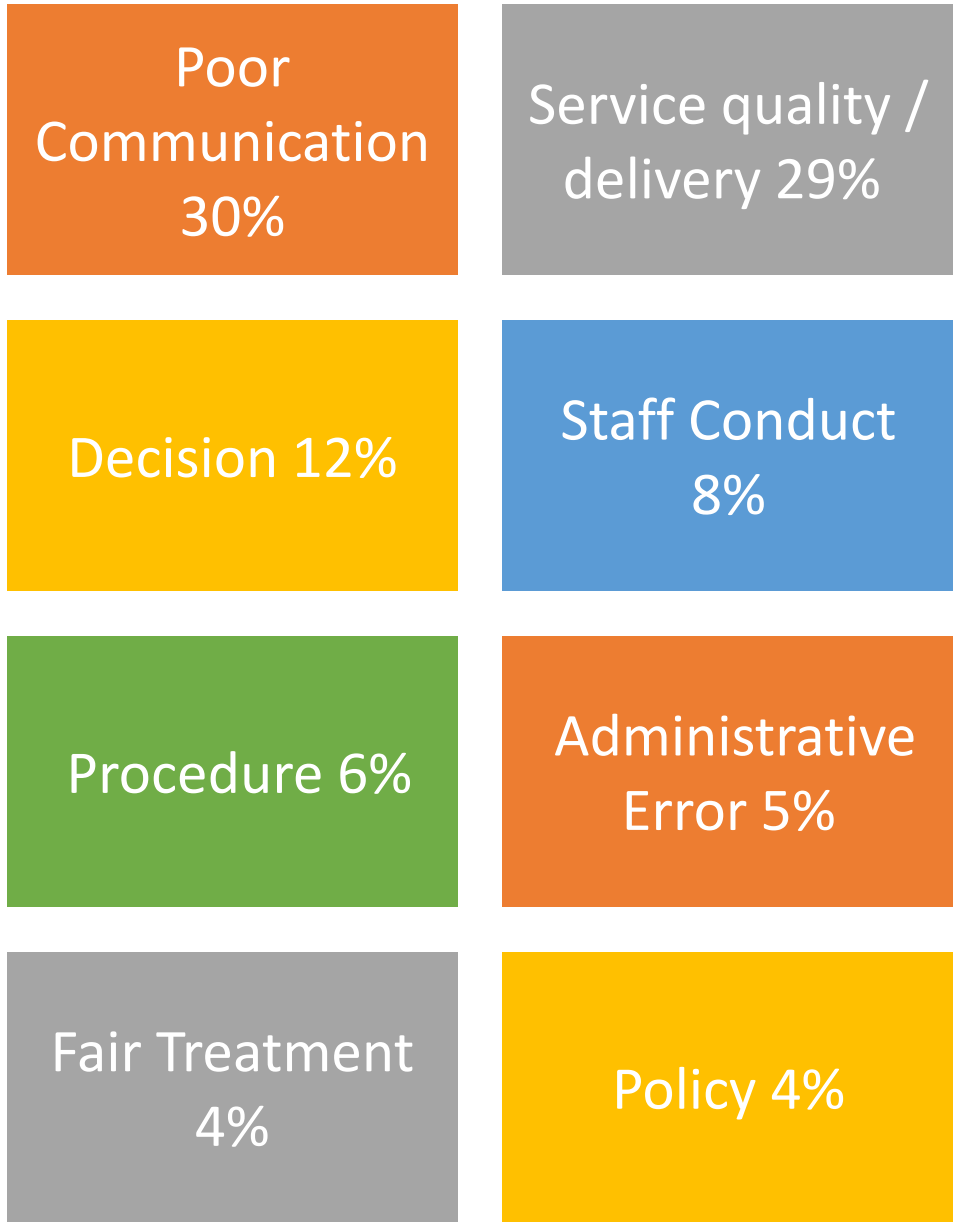


Volume of complaints Quarter 1

- 88 stage 1 complaints recorded by corporate customer relations of which 50 were for Highways
- 27 stage 2 complaints recorded, of which 16 were for Highways
- 194 complaint enquiry forms logged on our website of which 31% were service requests, 13% were general enquiries and 19% were signposted to other authorities

CUSTOMER EXPERIENCE

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LGSCO Training on Effective Complaints Management



Customer Service building links across the Council



Focus on resolving concerns via Alternative Dispute Resolution



Review, reflect and implement learning arising from complaints