



Page 118

Effective Complaint Management Strategy



Customer Relations Update

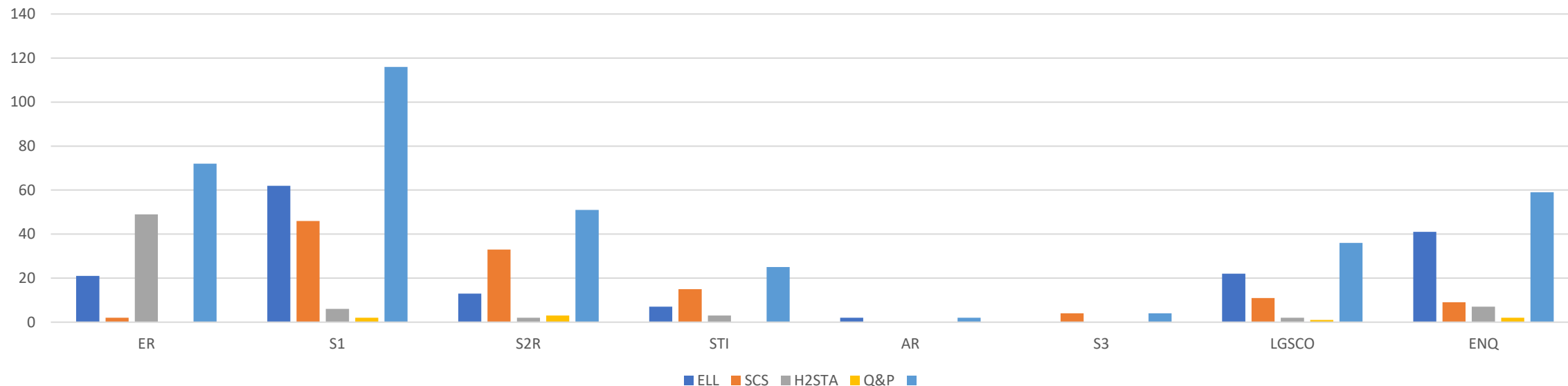
Quarter 1 & Quarter 2 (2022/23)



Childrens & Education

Quarter 1 & 2 (combined)

Active Complaints and Enquiries as at 30 September 2022 (Quarters 1 & 2)



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

Volume of Contacts Quarter 1 & 2 (combined)

- **366** Complaints recorded about Childrens Services
- **112** MP/Cllr Enquiries recorded about Childrens Services
- **225** Complaints recorded about Home to School Transport
- **118** MP/Cllr Enquiries recorded about Home to School Transport
- **532** Complaints recorded about Education
- **584** 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
87%

Disagree with
outcome 32%

Delayed process,
Timescales &
Information not
received 5%

Process issues 19%

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%

EDUCATION

Communication,
Staff conduct & Bias
76%

Process issues 35%

Disagree with
outcome 7%

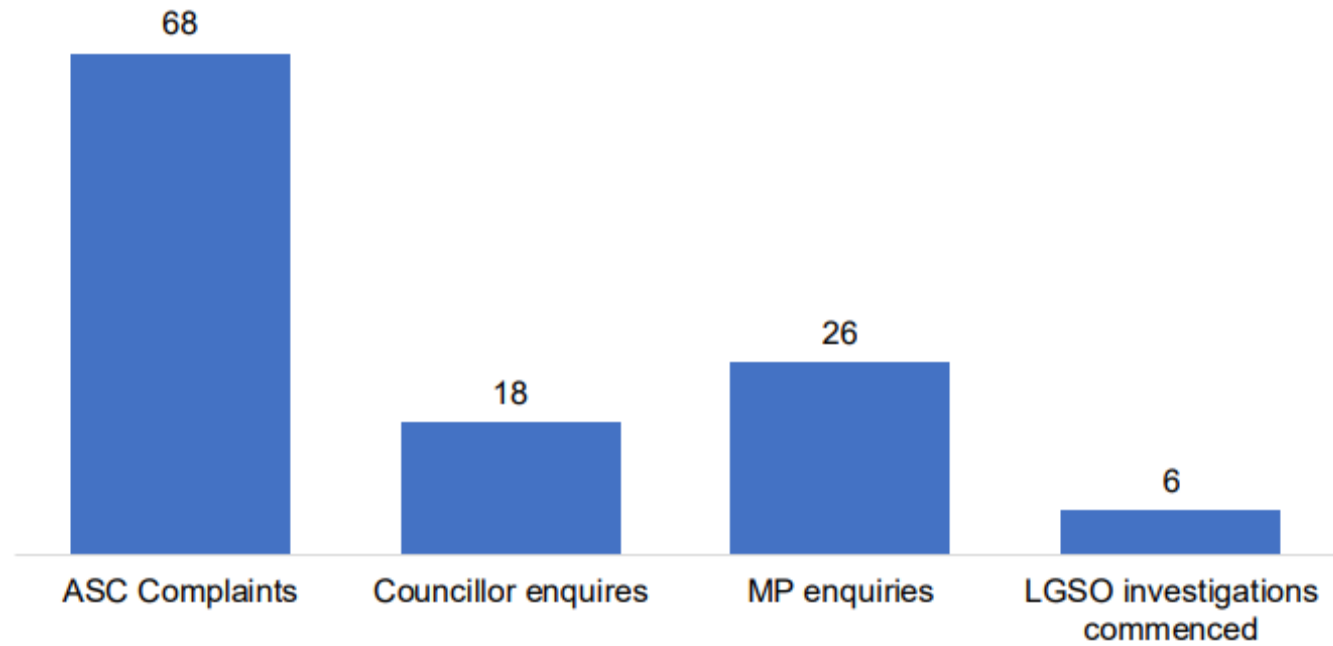
Delayed process,
Timescales &
Information not
received 61%



Adult Social Care

Quarter 1 & 2

ASC Complaints started in Q1 2022/23



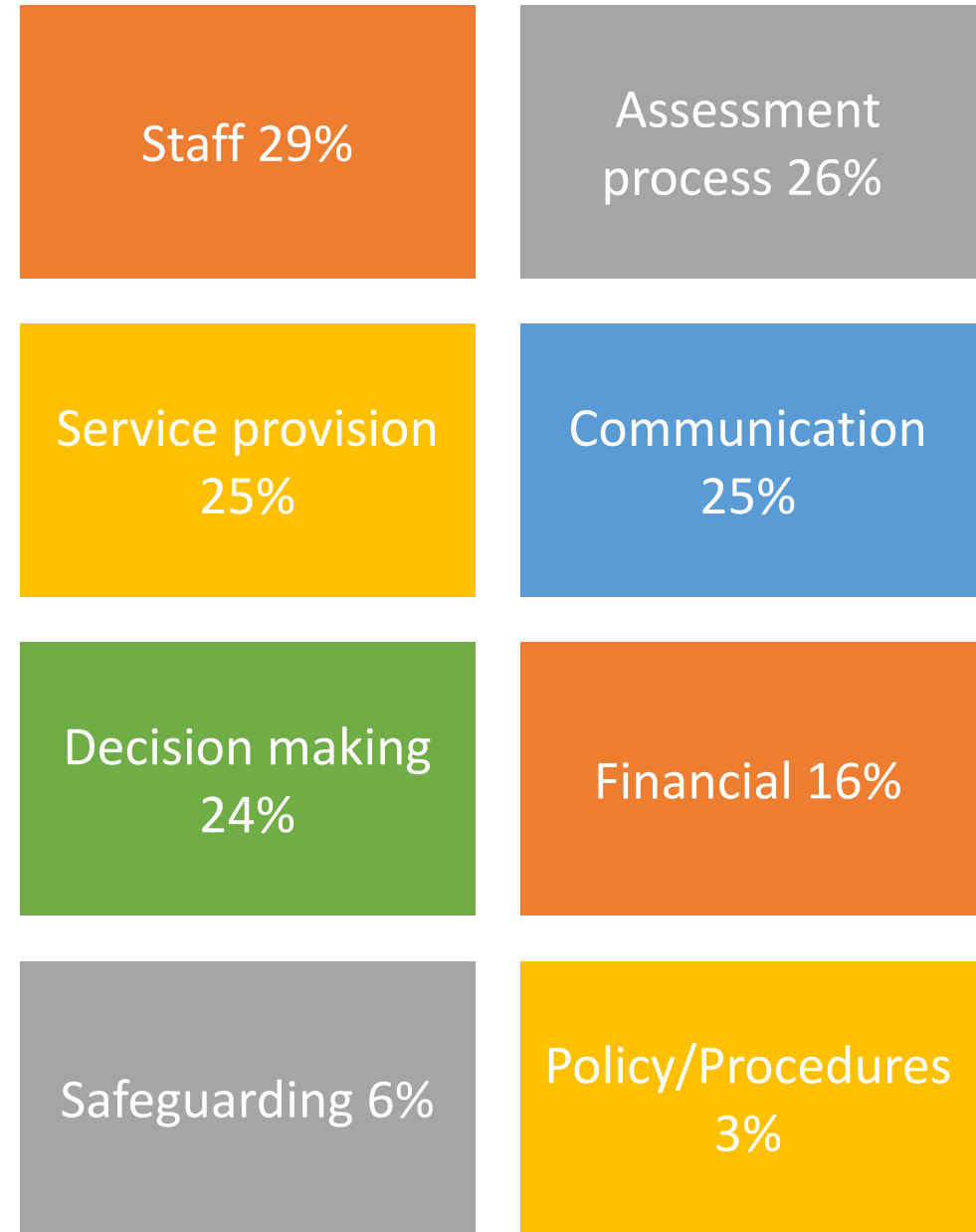
Volume of Contacts 1st Quarter

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

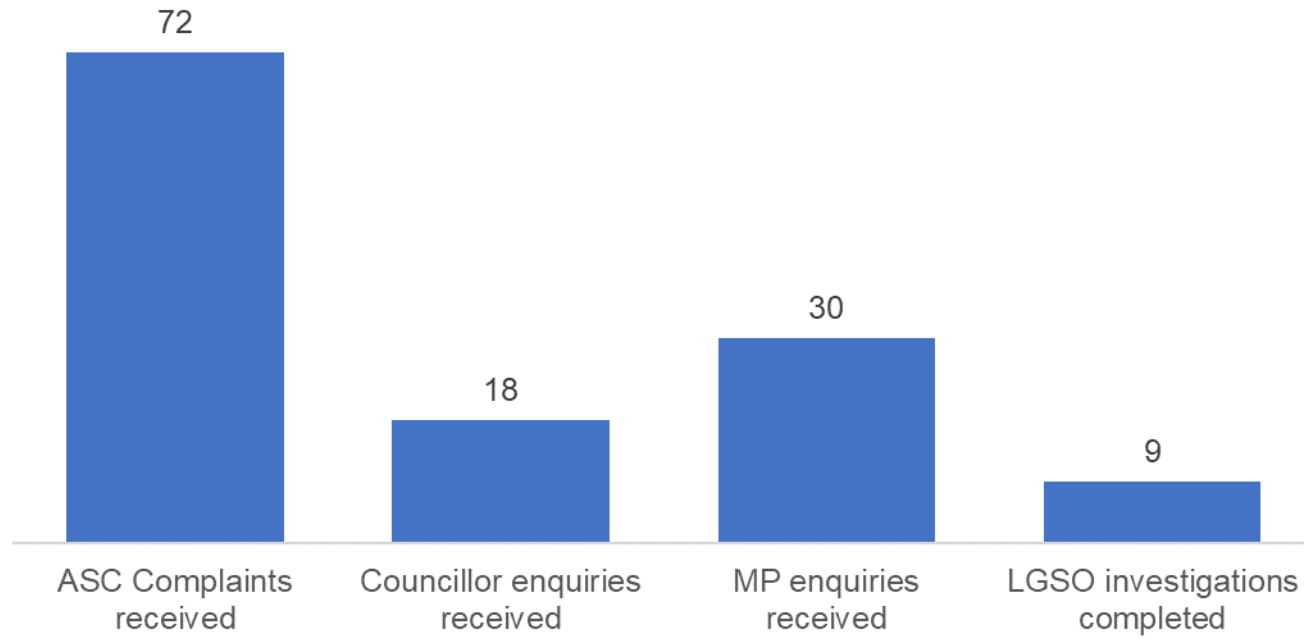


CUSTOMER EXPERIENCE

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%



ASC Complaints in Q2 2022/23



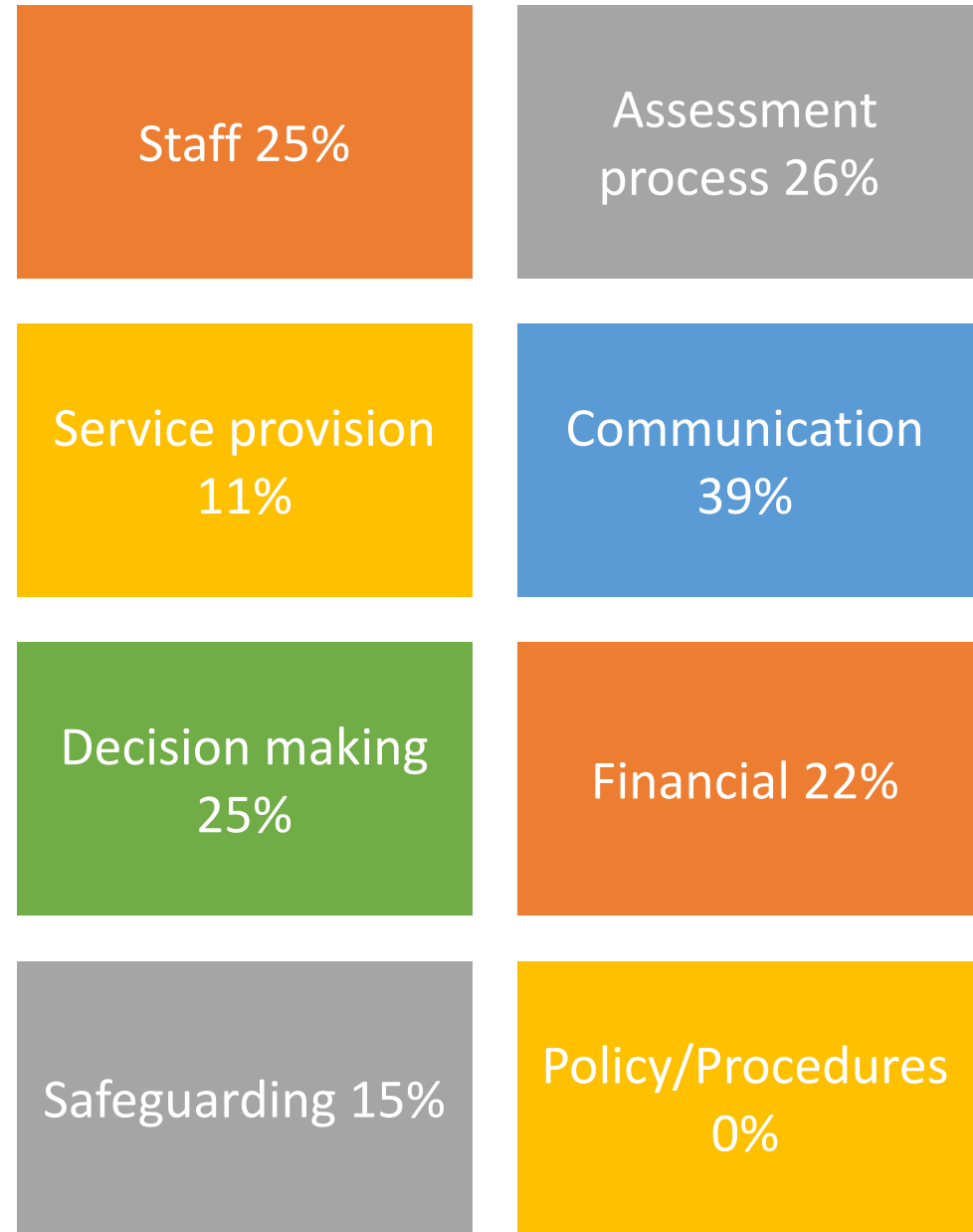
Volume of Contacts 2nd Quarter

- 72 Complaints received about Adult Social Care
- 18 Cllr Enquires received
- 30 MP enquiries received
- 9 LGSCO investigations completed with outcomes recorded



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%

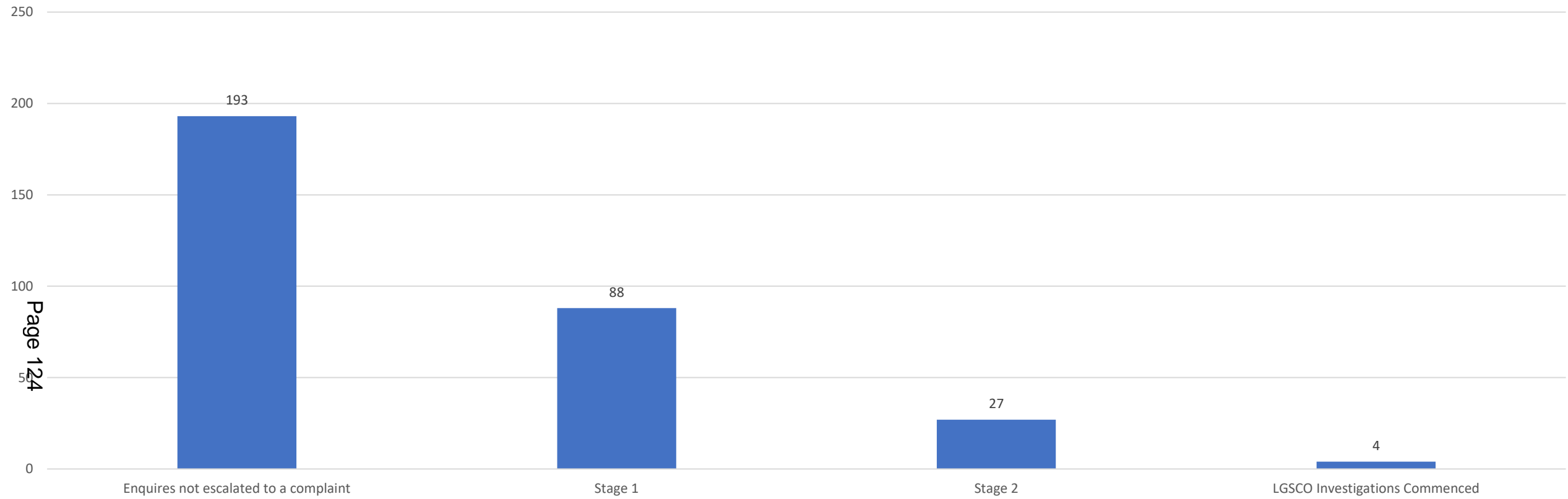


Corporate

Quarter 1 & 2



Corporate Complaints/Enquires for Q1 2022/2023

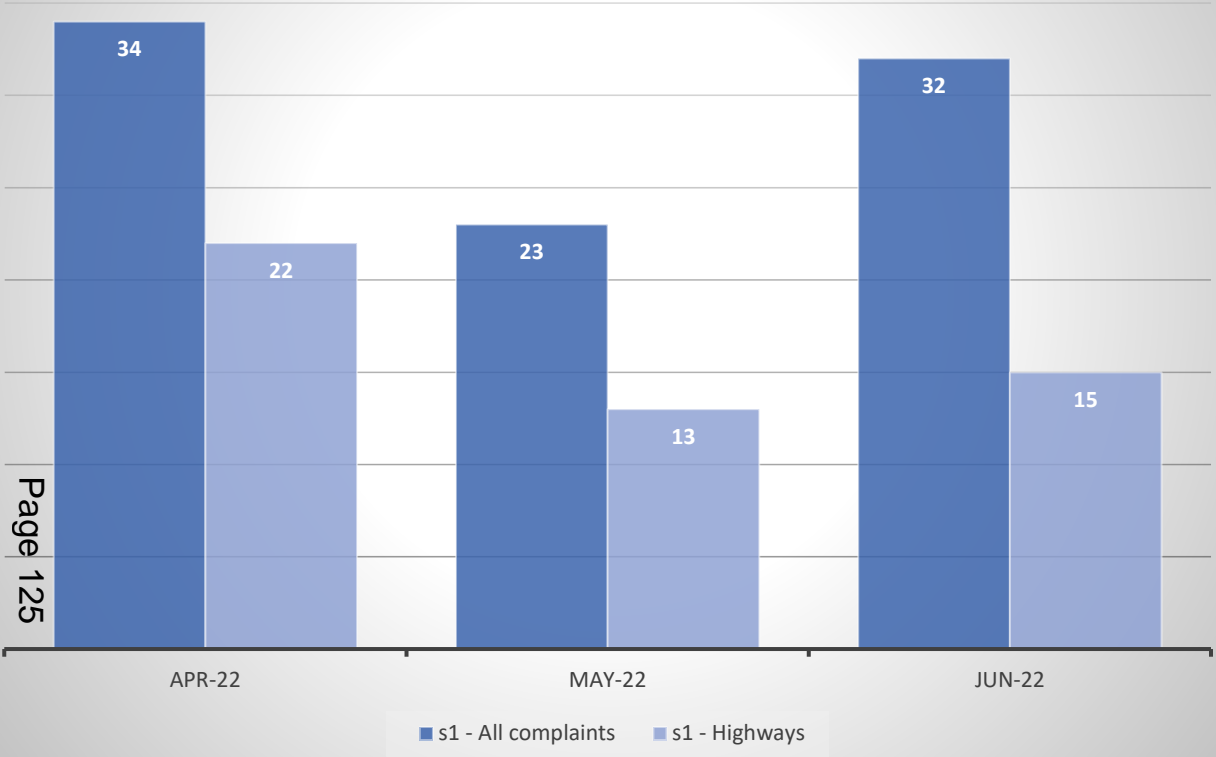


Page 124

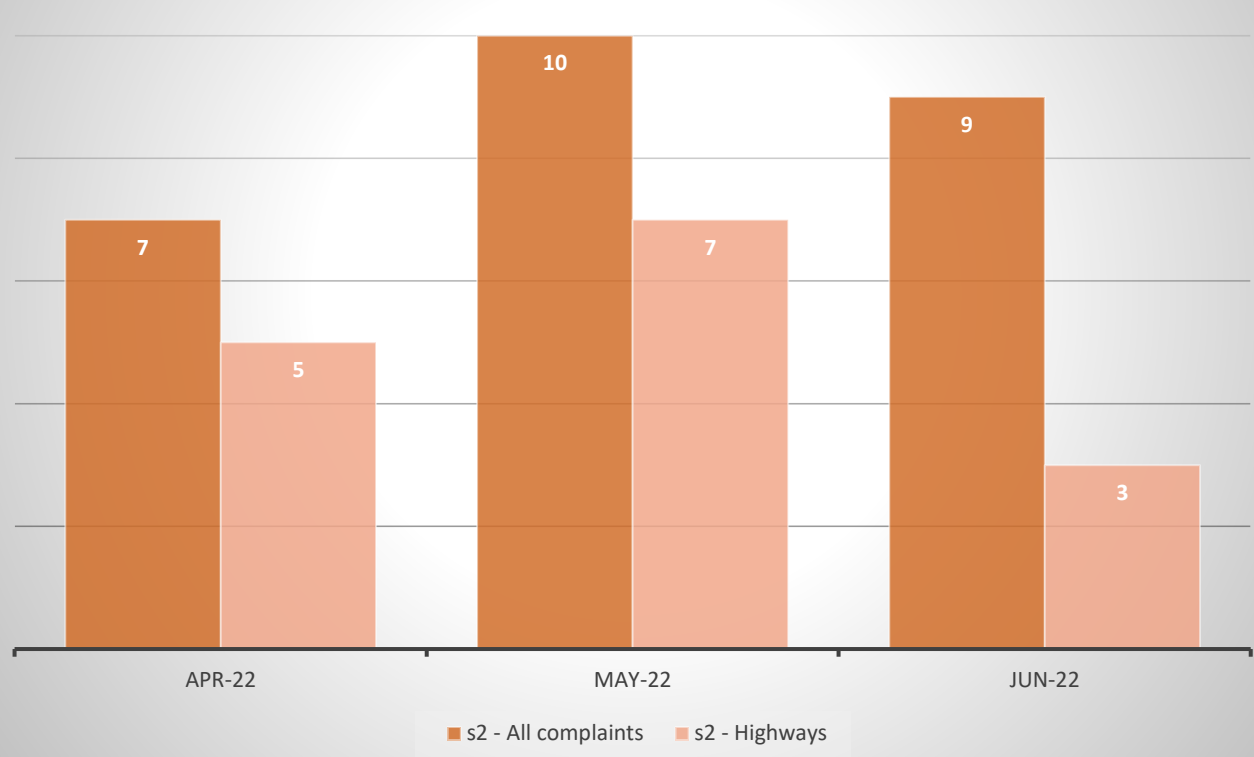
Volume of Complaints/ Enquires Quarter 1

- 193 enquires which were not escalated to a complaint.
- 88 stage 1 complaints recorded by corporate customer relations
- 27 stage 2 complaints recorded.
- 4 LGSCO Investigations Commenced

Stage 1 - Corporate Complaints - Quarter 1

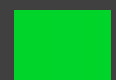


Stage 2 - Corporate Complaints - Quarter 1



Page 125

Corporate Complaints Monthly Breakdown for Quarter 1



Corporate complaints – Quarter 1

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%

6

Poor Communication
30%

Service quality / delivery 29%

Decision 12%

Staff Conduct
8%

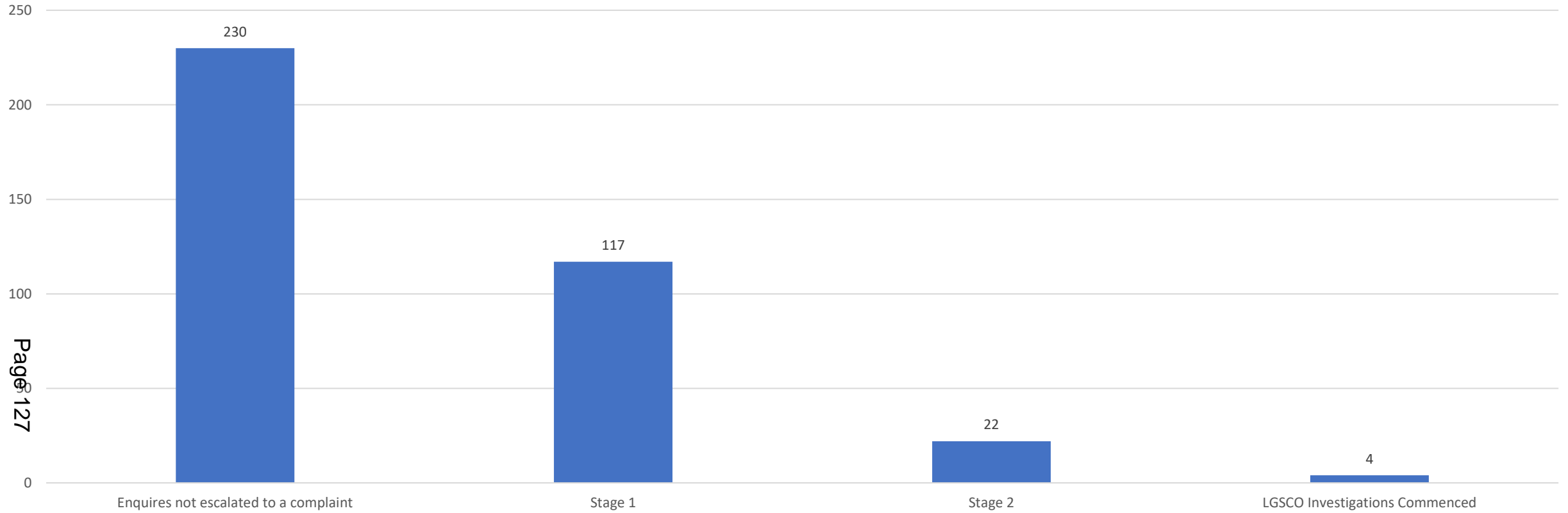
Procedure 6%

Administrative Error 5%

Fair Treatment
4%

Policy 4%

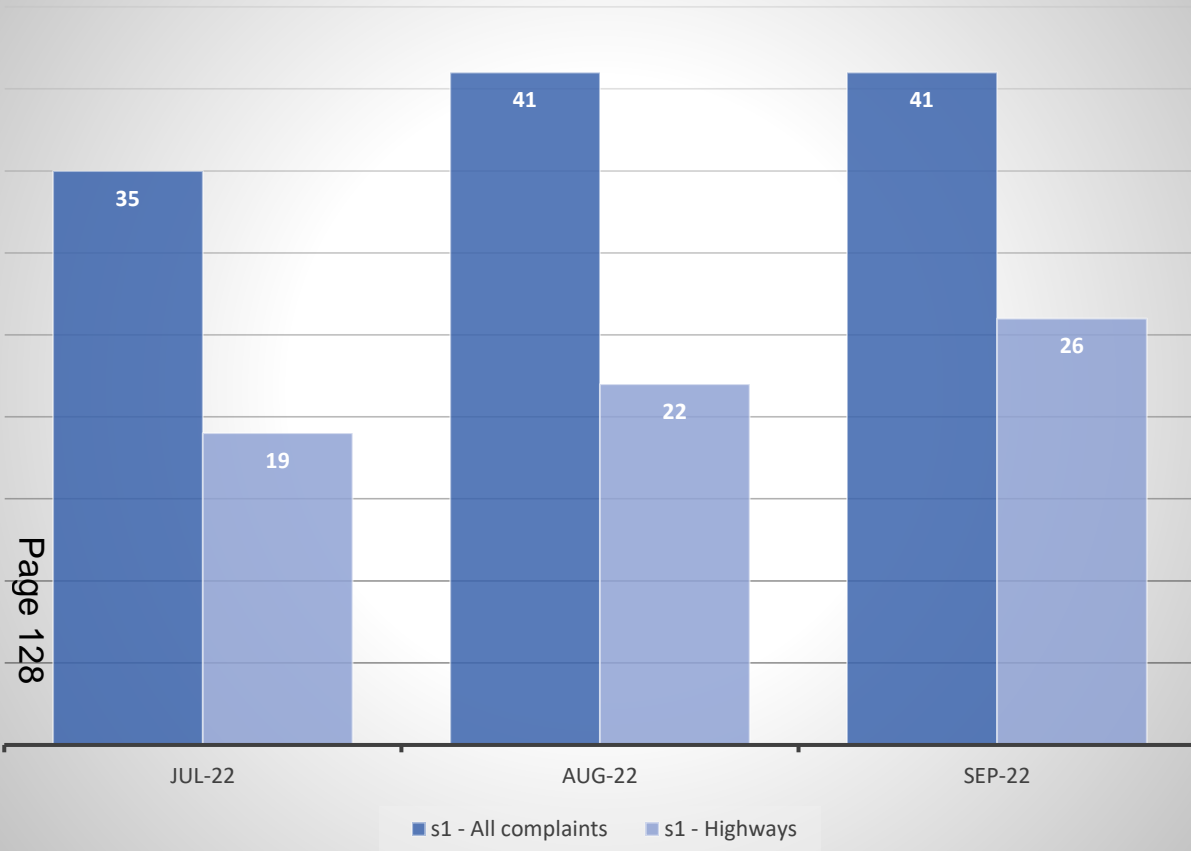
Corporate Complaints/Enquires for Q2 2022/2023



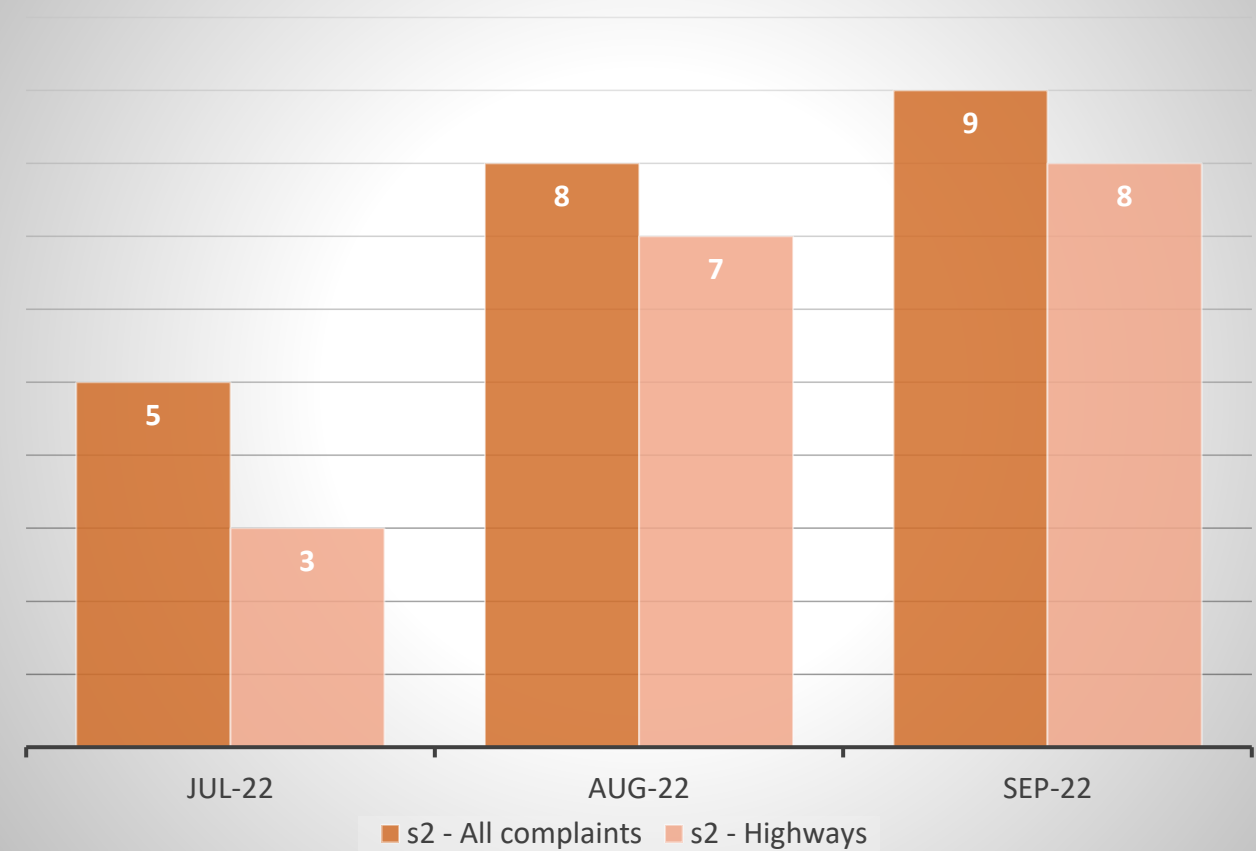
Volume of Complaints/Enquires Quarter 2

- 230 enquires which were not escalated to a complaint.
- 117 stage 1 complaints recorded by corporate customer relations
- 22 stage 2 complaints recorded.
- 4 LGSCO Investigations Commenced

Stage 1 - Corporate Complaints - Quarter 2



Stage 2 - Corporate Complaints - Quarter 2



Page 128

Corporate Complaints Monthly Breakdown for Quarter 2

Corporate Complaints – Quarter 2

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%

Service quality /
delivery 25%

Poor
Communication
24%

Decision 13%

Staff Conduct
10%

Procedure 9%

Policy 6%

Fair Treatment
3%

Administrative
Error 3%



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