

<b>Authority</b>	<b>2019/2020 complaints investigated and number upheld + %</b>	<b>2019/2020 Compliance rate</b>	<b>2019/2020 Satisfactory remedies before reaching the Ombudsman</b>	<b>2020/2021 complaints investigated and number upheld + %</b>			<b>2020/2021 Compliance rate</b>	<b>2020/2021 Satisfactory remedies before reaching the Ombudsman</b>	<b>2020/2021 Service Improvements issued since 2018</b>
<b>Elmbridge</b>	4 4 (100%)	100%	1	2	1	50	100%	0	1
<b>Epsom and Ewell</b>	1 0 (0%)	n/a	n/a	5	3	60	n/a	0	0
<b>Guildford</b>	6 2 (33%)	n/a	0	3	2	67	100%	0	0
<b>Mole Valley</b>	3 0 (0%)	n/a	n/a	2	2	100	n/a	2	0
<b>Reigate and Banstead</b>	3 1 (33%)	n/a	0	7	6	86	100%	0	5
<b>Runnymede</b>	3 1 (33%)	100%	0	2	1	50	n/a	0	0
<b>Spelthorne</b>	1 0 (0%)	n/a	n/a	3	1	33	100%	0	1
<b>Surrey Heath</b>	6 2 (33%)	100%	0	0	1	0	n/a	0	0
<b>Surrey County Council</b>	49 33 (67%)	100%	6	38	34	89	100%	2	0
<b>Tandridge</b>	4 2 (50%)	100%	1	2	1	50	100%	0	1
<b>Waverley</b>	4 2 (50%)	100%	0	4	3	75	100%	0	0
<b>Woking</b>	3 0 (0%)	n/a	n/a	2	1	50	100%	0	0

Authority	2021/2022			2021/2022	2021/2022	2021/2022	Lessons Learned from most recent Service Improvement Notices
	Number of complaints investigated, number upheld and %			Compliance rate	Satisfactory remedies before reaching the Ombudsman	Service Improvements issued since 2018	
Elmbridge	0	0	0%	n/a	0	1	Various regarding a Housing case from 2018
Epsom and Ewell	3	2	67%	100%	0	1	Keep to timescales in the complaints procedure and keep complainants informed if there is a delay (Housing)
Guildford	2	2	100%	100%	0	1	The Council agreed to share this decision with its officers dealing with high hedge complaints to emphasise the Council's requirement to promptly acknowledge appeal requests when made by members of the public. The Council will review its high hedge policy and/or procedure to ensure that complainants are informed of the progress of their case and to see if it can improve the process to make sure it completes the complaints promptly (Planning Enforcement)
Mole Valley	2	0	0%	n/a	0	0	
Reigate and Banstead	4	3	75%	100%	0	6	The Council should send a memo to officers dealing with disabled facilities grants and Millbrook Healthcare Ltd to remind them that the law allows the Council to award a discretionary grant if works have started but not been completed before the application was approved where the Council considers there are good reasons for doing so
Runnymede	1	0	0%	n/a			Provide relevant officers with training and/or guidance to ensure they know the requirements of the Anti-social Behaviour Act 2003 and associated guidance, and act in accordance with it (Planning Enforcement)

Spelthorne	1	1	100%	100%	0	1	Remind staff not to raise expectations by promising to do something it has no intention of doing – case from 2020 (Housing)
Surrey Heath	0	0	0	n/a	0	1	The Council agreed to complete its service review and to report the outcome and our findings to the relevant scrutiny committee (Planning Service)
Surrey County Council	62	52	84%	100%	6 (12%)	55	Various with regard to Education – policy relating to personal budgets and direct payments including training and reviews
Tandridge	5	4	80%	100%	1 (25%)	1	The Council agreed to review why officers were unable to access history planning records and clarify what the issue was. It agreed to advise the Ombudsman what (if any) action is necessary to remedy the problem, for example, training & guidance for officers or systems alterations (Planning Enforcement)
Waverley	4	2	50%	100%	0	0	
Woking	1	1	100%	n/a	1	0	