
MEETING	DECISION SESSION - CABINET MEMBER FOR CORPORATE SERVICES
DATE	20 DECEMBER 2011
PRESENT	COUNCILLOR GUNNELL

11. DECLARATIONS OF INTEREST

The Cabinet Member was invited to declare any personal or prejudicial interests she might have in the business on the agenda. None were declared.

12. MINUTES

RESOLVED: That the minutes of the Decision Session held on 18 October 2011 be approved and signed by the Cabinet Member as a correct record.

13. PUBLIC PARTICIPATION

It was reported that there were no registrations to speak under the Council's Public Participation Scheme.

14. CUSTOMER FEEDBACK POLICY

The Cabinet Member considered a report that presented a revision of the council's Customer Feedback Policy for approval.

The policy incorporated changes as identified in a review of complaints by the Effective Organisation Overview and Scrutiny Committee published on 21 January 2011.

The Cabinet Member was also asked to consider a further amendment to include a new five day response deadline for Stage 1 complaints in line with a Cabinet priority for 2011/12. The Cabinet Member confirmed that the timescales for each stage of the feedback process should be as follows:

- Stage 1 – 5 day response
- Stage 2 – 15 day response
- Stage 3 – 20 day response

The Cabinet Member noted that it was proposed that the policy would be entitled, “Customer Feedback Policy”. She expressed reservations that this may make it more difficult for customers to find out how to make a complaint. To improve accessibility she suggested that the policy be entitled “Customer Complaints and Feedback Policy”.

RESOLVED: That the revised Customer Complaints and Feedback Policy, as recommended by the Effective Organisation Overview & Scrutiny Committee on 21 January 2011, be approved with the following amendments in respect of the timescales for each stage of the feedback process:

- Stage 1 – 5 day response
- Stage 2 – 15 day response
- Stage 3 – 20 day response

REASON: To ensure that the council has effective policies and procedures in place to consider feedback from customers and that these are responded to in a timely way.

Cllr Gunnell – Cabinet Member for Corporate Services
[The meeting started at 4.30 pm and finished at 4.50 pm].