

DECISION SESSION - CABINET MEMBER FOR CORPORATE SERVICES

TUESDAY, 20 DECEMBER 2011

DECISIONS

Set out below is a summary of the decisions taken at the meeting of the Decision Session Cabinet Member for Corporate Services held on Tuesday, 20 December 2011. The wording used does not necessarily reflect the actual wording that will appear in the minutes.

Members are reminded that, should they wish to call in a key decision, notice must be given to Democracy Support Group no later than 4pm on the second working day after this meeting.

If you have any queries about any matters referred to in this decision sheet please contact Jayne Carr.

4. 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.