



**Notice of meeting of
Decision Session - Cabinet Member for Corporate Services**

To: Councillor Gunnell
Date: Tuesday, 20 December 2011
Time: 4.30 pm
Venue: The Guildhall

AGENDA

Notice to Members – Calling In

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

10:00am on Monday 19 December 2011 if an item is called in before a decision is taken, or

4:00pm on Thursday 22 December 2011 if an item is called in after a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by 5:00pm on Friday 16 December 2011.

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on the agenda.

2. Minutes (Pages 3 - 4)
To approve and sign the minutes of the Decision Session of the Cabinet Member for Corporate Services held on 18 October 2011.

3. Public Participation
At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5.00pm on Monday 19 December 2011**.

Members of the public may register to speak on:-

- An item on the agenda
- An issue within the Cabinet Member's remit
- An item that has been published on the Information Log since the last session

4. Customer Feedback Policy (Pages 5 - 38)
This report presents a revision of the council's Customer Complaints Policy (now referred to as the draft Customer Feedback Policy) for approval, incorporating changes identified in a review of complaints by the Effective Organisation Overview and Scrutiny Committee.

5. Urgent Business
Any other business which the Chair considers urgent under the Local Government Act 1972.

Information Log

No items have been published on the Information Log since the last Decision Session.

Democracy Officer:

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For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports