



**Notice of meeting of  
Customer Complaints Scrutiny Review Task Group**

**To:** Councillors Crisp, Firth and Gunnell

**Date:** Thursday, 4 November 2010

**Time:** 1.30 pm

**Venue:**

**AGENDA**

**1. Declarations of Interest**

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

**2. Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is by 5pm on

To register please contact the Democracy Officer for the meeting, on the details at the foot of this agenda.

**3. Customer Complaints Review - Scoping (Pages 3 - 38)  
Report.**

This report asks Members to agree a workplan and provides information gathered to date in support of the Customer Complaints Scrutiny review.

**4. Any other business which the Chair considers  
urgent under the Local Government Act 1972**

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