



Notice of meeting of

Customer Complaints Scrutiny Review Task Group

To: Councillors Firth (Chair), Crisp and Gunnell

Date: Friday, 19 November 2010

Time: 2.30 pm

Venue: The Guildhall

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. Minutes (Pages 3 - 6)

To approve and sign the minutes of the meeting held on **4 November 2010**.

3. 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 Thursday 18th November 2010**.

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

4. Customer Complaints Review - Interim (Pages 7 - 40) Report.

This report presents information gathered to date in support of the Customer Complaints scrutiny review and asks Members to identify relevant consultees and any additional information required in support of this review

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

Democracy Officer:

Name: Laura Bootland

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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