



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

**To:** Councillors Firth (Chair), Crisp and Gunnell

**Date:** Wednesday, 5 January 2011

**Time:** 2.00 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 - 8)

To approve and sign the minutes of the meeting held on 8 December 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 Tuesday 4 January 2011**.

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

**4. Customer Complaints Review - Task Group (Pages 9 - 86)  
Final Report**

This report presents information gathered to date in support of the Customer Complaints scrutiny review and an updated version of the Corporate Complaints Policy. Members are asked to comment on the revised policy and agree any further recommendations they wish to make as a result of their work on this review.

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

Democracy Officer:

Name: Jayne Carr

Contact Details:

Telephone – (01904) 552030

Email – [jayne.carr@york.gov.uk](mailto:jayne.carr@york.gov.uk)

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