

Effective Organisation Overview & Scrutiny Committee

Customer Complaints Scrutiny Review

Extract from the Customer Services blueprint

13. Key decisions required

The CMT/Exec is asked to agree to the following:

1. *The establishment of a single Customer Services organisation responsible for the delivery of all face to face & telephony services and customer standards / feedback mechanisms.*

Reflected in the workplan within the blueprint as follows:

<i>Designed With You and For You</i>	15	<i>Implement new feedback and complaints policy.</i>	<i>Greater efficiency and consistency in the way complaints and feedback are handled in the organisation.</i>	<i>Customer Strategy Delivery Board, Performance Officers</i>
<i>Effectively Managed</i>	29	<i>Design new customer service organisation, including a new complaints team.</i>	<i>A single customer services team for the Council.</i>	<i>Customer Strategy Delivery Board</i>

The detailed plans to deliver this form part of the over all Customer Services Workstream Plan in the More for York Programme.