

<b>Report to:</b>	<b>SCRUTINY COMMITTEE</b>
<b>Item number</b>	<b>7</b>
<b>Relevant Officer:</b>	Ruth Henshaw, Corporate Development Officer.
<b>Date of Meeting</b>	11th September 2014

## **ANNUAL CUSTOMER FEEDBACK REPORT 2013 / 2014**

### **1.0 Purpose of the report:**

1.1 The Committee to consider the Annual Customer Feedback Report covering the period 1st July 2013 to 30th June 2014.

### **2.0 Recommendation(s):**

2.1 To consider the performance of the Council in dealing with customer feedback and suggest areas for further discussion or scrutiny.

### **3.0 Reasons for recommendation(s):**

3.1 To ensure constructive and robust scrutiny of the report.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? N/A

3.3 Other alternative options to be considered:

None.

### **4.0 Council Priority:**

4.1 The relevant Council Priorities are:

- Deliver quality services through a professional, well-rewarded and

motivated workforce

**5.0 Background information**

5.1 The purpose of this report is to provide an update on customer feedback following the refresh of the Council's complaints procedure and the introduction of the customer feedback system in July 2013.

The report includes a breakdown of the comments, compliments and complaints received during the year, summarises the Council's performance in dealing with complaints and explores the themes within customer feedback. The report also includes an overview of complaints made to the Local Government Ombudsman during 2013/14.

**5.2 Witnesses/representatives**

5.2.1 The following persons have been invited to attend the meeting to report on this item:

Ruth Henshaw, Corporate Development Officer, Deputy Chief Executive's Department

Does the information submitted include any exempt information?

No

**List of Appendices:**

Appendix 7a: Annual Customer Feedback Report 2013/14 (to be forwarded under separate cover).

**6.0 Legal considerations:**

6.1 None.

**7.0 Human Resources considerations:**

7.1 None.

**8.0 Equalities considerations:**

8.1 None.

**9.0 Financial considerations:**

9.1 None.

**10.0 Risk management considerations:**

10.1 None.

**11.0 Ethical considerations:**

11.1 None.

**12.0 Internal/ External Consultation undertaken:**

12.1 None

**13.0 Background papers:**

13.1 None.