

Report to:	TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE
Relevant Officer:	Ruth Henshaw, Corporate Development Officer
Date of Meeting:	10 September 2015

ANNUAL CUSTOMER FEEDBACK REPORT 2014/2015

1.0 Purpose of the report:

1.1 The Committee to consider the Annual Customer Feedback Report covering the period 1 April 2014 to 31 March 2015.

2.0 Recommendation:

2.1 To consider the performance of the Council in dealing with customer feedback and suggest areas for further discussion or scrutiny. Some proposed actions are listed in Section 6 of the attached Annual Customer Feedback Report.

3.0 Reasons for recommendation:

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 priority is:

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

5.0 Background information

5.1 The report includes a breakdown of the comments, compliments and complaints received by the Council between 1st April 2014 and 31st March 2015. It summarises the Council's performance in dealing with complaints, explores the themes within customer feedback, and includes an overview of complaints made to the Local Government Ombudsman.

The report also identifies a number of actions that can be taken to improve the way we deal with customer feedback and to increase our understanding of the causes of complaints.

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 9a: Annual Customer Feedback Report 2014/15

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.