

Report to the Finance Resources and Partnerships Scrutiny Committee

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Corporate Complaints via the Web and E-Mail



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Introduction

When setting its work plan for the current municipal year the committee requested to examine how complaints were resolved when the online processes via the web and e-mail were used.

Background

Attached are details of the current process that is followed together with data about the number of complaints that were dealt with during the last financial year.

The Council's Customer Relations Officer, Jennie Baines, will be in attendance at the meeting.

Outcomes

That the Scrutiny Committee examines the current process and suggests any improvements that can be made. These will be incorporated into the next review of the Council's Corporate "Complaints, Comments and Compliments Policy".

Relevant Portfolio Holder(s)

Councillor Turner – Portfolio holder for Finance IT and Customer

Local Ward Member (if applicable)

All