

Information/Discussion Paper

Standards Committee – 02 March 2007

Customer feedback

This briefing note provides a summary to inform the Standards Committee of the Council's customer feedback system for the third quarter 2006/07, covering the period 01 October to 31 December 2006.

1. Summary of customer interactions by Group for quarter three

1.1 Chief Executives

Complaints	0
Compliments	1
Comments	3
Freedom of Information requests	1

1.2 Corporate Services

Complaints	9
Compliments	2
Comments	0
Freedom of Information requests	12

1.3 Environment

Complaints	17
Compliments	18
Comments	9
Freedom of Information requests	10

1.4 Social and Community

Complaints	28
Compliments	18
Comments	12
Freedom of Information requests	12

2. Ombudsman seminar 11 January 2007

- 2.1 This seminar was very well attended by officers, directors and members who were given an informative presentation by the Ombudsman followed by a question and answer session. The presentation gave a valuable insight into the role and the work of the Ombudsman and what is expected of the council when processing complaints.

Background Papers

Contact Officer

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Accountability

Scrutiny Function