

SUPPLEMENTARY NOTE: ANNUAL OVERVIEW OF COMPLAINTS

Executive Summary

With continuing improvements in mind for the Corporate Complaints procedure, it is anticipated that a summary of the response to the complainant will be recorded both at Stage 1 and 2. It is hoped that this type of recorded information will assist the Council to undertake a more comprehensive analysis and help to identify any particular areas which require specific attention and/or additional service delivery improvement.

Background Papers: Council's Complaints Procedure.

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