

# SUSTAINABILITY, PROCUREMENT AND EFFICIENCY PORTFOLIO HOLDER'S MEETING

THURSDAY, 24 SEPTEMBER 2009

## DECISIONS

Set out below is a summary of the decisions taken at the Sustainability, Procurement and Efficiency Portfolio Holder's Meeting held on Thursday, 24 September 2009. The wording used does not necessarily reflect the actual wording that will appear in the minutes.

If you have any queries about any matters referred to in this decision sheet please contact Holly Adams.

1. **POLICY FOR HANDLING UNREASONABLE OR UNREASONABLY PERSISTENT COMPLAINANTS**

The Portfolio Holder **AGREED** to adopt and publish the policy for handling unreasonable or unreasonably persistent complaints, subject to amendments made at the meeting.

**Other Options Considered:** None.

**Reason For Decision:** To have in place a policy for identifying unreasonable or unreasonably persistent complaints and actions to be taken, and the ways in which decisions will be taken and reviewed, as a small number of complainants, after exhausting the Council's complaints procedure, have continued to pursue their complaint in an unreasonable manner taking up much officer time.

2. **CUSTOMER SERVICE EXCELLENCE PROJECT PLAN**

The Portfolio Holder **SUPPORTED** and **ENDORSED** the achievement of Council-wide Customer Service Excellence accreditation within the next financial year 2010/11 and **NOTED** the current position of the project.

**Other Options Considered:** To seek Council-wide formal accreditation, to seek formal accreditation by specific service area or to use the CSE project as an improvement tool but not to seek formal accreditation. The Service First Steering Group discussed all three options and carefully considered which option would bring the most benefits to the organisation and to the customer, before recommending that the Council seek Council-wide accreditation within the financial year 2010/11.

**Reason For Decision:** The Council has agreed that customer service is a core value and the Government's Customer Service Excellence Project meets the Council's requirements to assess and promote its customer service standards.