

## **POLICY AND PERFORMANCE PORTFOLIO HOLDER'S MEETING**

**MONDAY, 8 FEBRUARY 2010**

### **DECISIONS**

Set out below is a summary of the decisions taken at the Policy and Performance Portfolio Holder's Meeting held on Monday, 8 February 2010. 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 Patrick Adams.

**1. ICT CAPITAL PROGRAMME 2010/11**

The Policy and Performance Portfolio Holder **RECOMMENDED TO CABINET** the ICT Capital Programme 2010/11 – 2014/15.

**Other Options Considered:**

**Reason For Decision:**

**2. REVIEW OF CUSTOMER COMPLIMENTS, COMMENTS & COMPLAINTS PROCEDURE**

The Policy and Performance Portfolio Holder **APPROVED** the Handling of Complaints, Comments and Compliments Policy, as detailed at appendix 1 of the report, and **AGREED** that it be adopted as Council policy.

**Other Options Considered:** None.

**Reason For Decision:** The Council needs to have a policy in place to support its current procedures. To meet customer expectations and to gain maximum value from feedback, officers and Members must be fully aware of the systems in place and the Council's commitments to its customer service standards.

