

NOTICE OF EXECUTIVE DECISIONS

The Executive made the following decisions at its meeting on 2 December 2015:-

Customer Feedback Update

- (1) That the customer feedback statistics for Q1 and Q2 as shown in Appendix A to the report be noted.
- (2) That the current process for reporting and headings on the reports be endorsed.
- (3) That the updated Comments, Compliments and Complaints Customer Guide, as set out at Appendix D to the report, be agreed.
- (4) That the comparative figures, as shown in Appendix B to the report, be noted.
- (5) That the detailed summary of compliments received, as shown in Appendix C to the report, be noted. (AD – CR&B)

The above decisions will come into force and may then be implemented, on the expiry of five working days after the publication of this notice, unless called in by the Review Committee.

Signed John Bosstick
Assistant Director, Democratic Services

Dated 4 December 2015

For further information please contact Member Services on 01702 318140 or email: memberservices@rochford.gov.uk

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