ROCHFORD DISTRICT COUNCIL LEARNING FROM FEEDBACK

Feedback is logged onto Excel database Details of feedback should be entered by the 10th day of the following month After this date, the CFC will freeze the previous month's report page SFC to print monthly report showing volumes, trends CFC produces quarterly reports on volumes, trends and lessons learnt across all Divisions and lessons learnt within the Division, and providetheir Head of Service and other appropriate (the fourth quarterly report of each financial staff members with copies year will also incorporate an annual report) **Discussion at Management Level Discussion at Senior Management Level** Monthly item at Divisional Quarterly item at Strategy and Partnership Management Meeting Management Team **Keeping Members aware Discussion at Officer Level** Quarterly item at Executive Board Monthly item at Team Meetings Keeping all staff aware **SFC** – Service Feedback Champion – the person in each Policies and procedures. department who is responsible for completing the Excel quarterly reports, and compliments spreadsheet and compiling customer feedback reports published on the intranet (usually the Secretary of that Division) CFC - Corporate Feedback Co-ordinator - the person in the Keeping our customers aware Council who collates overall feedback information for the Six-monthly reports in reception areas, Council (currently this is Emma Bullard) website, Rochford District Matters