

Key Decision Details

Decision Name	CUSTOMER SERVICE STRATEGY 2015-2018
Date of Decision	18 June 2015
Decision maker	Cabinet RESOLVED:
Describe the Decision taken	That the Cabinet provided feedback on the summary document, prior to a full Customer Service Strategy being produced later in 2015. The Customer Service Strategy is a key corporate document which establishes how customer service will be delivered across the Council. Feedback is invited on the revised Customer Service Strategy summary prior to a final version of the Customer Service Strategy being presented to Members in 2015.
What were the reasons for taking the Decision?	
What alternative options were considered and rejected?	None considered.
Conflict of interest and dispensation	None.
Is the decision a Key Decision?	No
Was the decision included in the Forward Plan	Yes
Was the decision subject to the urgency proceedings?	No
List the background papers to any report considered by the Decision Taker	
Person Making this report	Melanie Sage
Date upon which the Decision will come into force, subject to no call-in	29 June 2015
Accompanying Documents	Customer Service Strategy

