

Key Decision Details

Decision Name	CUSTOMER SERVICE STRATEGY
Date of Decision	10 December 2015
Decision maker	Cabinet
Describe the Decision taken	<p>That the Council approves the revised Customer Service Strategy attached as Appendix 1 to the Officer's report.</p> <p>The Customer Service Strategy is an important document. A proposed summary of the new Strategy was produced and in the light of feedback has been developed. The fuller revised document is now ready for approval and delivery.</p>
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?	Yes
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	None
Person Making this report	Mrs Melanie Sage
Date upon which the Decision will come into force, subject to no call-in	To be considered at the Council Meeting on 16 December 2015
Accompanying Documents	Customer Service Strategy Report Customer service strategy Agenda Item No 6 - OS Comments

