

Report on	Customer Service Policy Review
Reporting Officer	Ursula Mezza
Contact Officer	Ursula Mezza

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	x

1.0	Purpose of Report
1.1	The report considers revisions to the Council's Customer Service Policy.
2.0	Background
2.1	The Council agreed a Customer Service Policy in December 2014.
2.2	The policy established the customer service principles together with the procedures and standards for staff through which the Council expects to demonstrate excellence in customer service. The policy also included the Council's complaints procedure.
2.3	The policy was revised in November 2016 to take account of new recommendations from the Northern Ireland Public Services Ombudsman and further revisions are now also being recommended.
3.0	Main Report
3.1	The proposed changes relate to the complaints handling element of the policy and seek to strengthen the timings associated with making a complaint.
3.2	Changes are noted in red (P14) in the revised document.
3.3	The policy now states that the Council will not investigate complaints relating to issues which are greater than 3 months old.
3.4	A further suggested change asks complainants who seek a Stage 2 review of a complaint, to make the request within 10 working days of the outcome of Stage 1 and also to make clear why the review is being requested.
4.0	Other Considerations
4.1	<u>Financial & Human Resources Implications</u> Financial: N/A Human: N/A

4.3	<u>Risk Management Implications</u> None
5.0	Recommendation(s)
5.1	That the Committee considers and agrees the revised customer service policy.
6.0	Documents Attached & References
	Revised customer service policy.