

24. 2. 2000

NOTICES OF MOTION

1. COMPLAINT MANAGEMENT SYSTEM

To consider the following motion, notice of which has been given by Councillor Robin Booth pursuant to Standing Order 2.16.1:

“That a much more formal system of complaint management be put in place through the new Customer Centres being set up.

This would operate in the following fashion.

Before a complaint is relayed on to the department concerned it should be:

- (a) Given a formal customer complaints number that follows the complaint until its reconciliation.*
- (b) This customer complaints number be given to the complainant so that their case and its ongoing status can be identified easily by all parties from then on.*
- (c) That the complainant receive regular written correspondence on the matter until the problem is resolved.*
- (d) When the complaint is relayed on to the appropriate department, an estimated time that it will take to solve this problem will be given and reported to the complainant. A regular report schedule back to the complainant will take place until the problem is resolved.*
- (e) That the emphasis of the Customer Centre be on the complainant’s side not the City Council’s.”*