

## Resources and Fire & Rescue Overview & Scrutiny Committee

20 December 2017

### Customer Feedback 2016-17 Annual Report

#### Recommendation

Members consider and comment on the Annual Report information provided.

#### 1.0 Introduction

- 1.1 This report presents the key observations on the Annual Customer Feedback Report for 2016-17 (the full report is available on request), updates members on progress since our last report and advises the Committee on our future plans.

#### 2.0 Action

- 2.1 Attached at Appendix 1 is a report for April 2016 – March 2017 which provides an executive summary of how customer feedback has been handled in the Council. The full report is available as Background Papers.

#### Background papers

1. Customer Feedback Annual Report 2016-17

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