

Agenda Item 7: Annual Customer Feedback Report



“I am delighted that these reports indicate an increased level of customer satisfaction with council services across the organisation. Complaints have dropped by 16% in 2020/21 compared to the previous year, while we have also seen a 35% increase in customers that have complimented council services during the same period.

“In total, we received only 491 complaints in 2020/21, which, in the context of the many thousands of transactions and interactions that take place across the organisation in a week, remains an incredibly small proportion.

“Our priority is to be a community-focussed, innovative council providing efficient, effective and quality services; we want our customer experience to be the best possible.

“These reports, which flag up the increase in positive feedback, the significant reduction in in complaints and the improvement in our complaint handling performance, highlight the excellent progress we are making to deliver on this priority.”

Councillor Richard Overton, Deputy Leader and Cabinet Member for Enforcement,
Community Safety and Customer Services