

FEEDBACK: You Said, We Did

Actions taken by the **Development Planning & Environment Service** in response to 2020/21 customer suggestions, complaints and responses to customer surveys.

YOU SAID	WE DID
Online survey does not give option of online in how I contacted service, which was how I contacted you.	The online form is to be reviewed and updated.
The information provided on the web is bare bones.	All web pages to be reviewed.
Often no response from officers.	<p>Centralising of contact and information is consistent with the council's approach to customer contact through "Transforming Your Council".</p> <p>However, we provided the council's Customer Services Team (Contact Centre) with updated contact details for those wishing to speak direct to a member of the Development Planning & Environment Team and will continue to refresh this at regular intervals.</p> <p>Once you have been in communication with an officer, their business email address and direct dial phone number can be made available to you for ease of ongoing communication.</p> <p>All staff reminded to keep customer up to date with enquiries which are tracked through a CRM System.</p>