

FEEDBACK: You Said, We Did

Actions taken by the **Development Planning & Environment Service** in response to 2021/22 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.	All online form have been reviewed and updated.
The information provided on the web is bare bones.	All web pages have been 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>