

## **CUSTOMER SERVICE COMMITMENTS**

**OSCPR061106  
ITEM 6**

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### Background

- 1.1 Members will recall that at the last meeting it was reported that the commitments were due for review with the Chief Executive.
- 1.2 Following a discussion with the Chief Executive and Chair of this Committee it has been agreed that we do not change the commitments totally and not at all without consultation with our customers.
- 1.3 The intention is to take a random sample of customers who contact us and survey them to find out which of the commitments are important to them. This will enable us to prioritise those issues that our customers feel need attention.
- 1.4 The outcome from that survey will be reported back to a future meeting of this Committee, together with a suggested approach for how the organisation will apply and monitor the commitments.