

As of the 1 July 2015, the way in which we manage the information we receive from the Customer Relations Team has changed.

Complaints & representations

All complaints and representations will, during the restructure process, be allocated to the Business & Customer Management Team in the first instance. A member of the BCMT will then be responsible for allocating the case to the appropriate responding officer. This step has been taken for the following reasons;

- To ensure that the appropriate officer is responding during the transition to the new highways structure
- To ensure that the BCMT receive copies of all cases so that support is always provided to the responding officer
- To allow complaints to be dealt with at first point of contact where template responses are available
- To ensure consistency with both allocation and response
- To easily identify any peaks in demand

We already have a template response available for all grass cutting complaints / representations. This will be used and personalised accordingly. Approval will be sought from the necessary officer before the response is sent.

The intention is to become a more proactive service and look at identifying possible increases in customer feedback before it happens rather than being a reactive service.

If you have any feedback or feel that the process could be improved please discuss directly with your team link.

What is the difference between a complaint and a representation?

Some of you may already have noticed that we are now receiving representations from the CRT. If a customer is unhappy with the service they have received, from Devon County Council, they are entitled to make a complaint or raise their concerns.

A concern is recorded, by the CRT, as a representation. It is hoped that most concerns can be settled easily and quickly by discussing the problem with the member of staff involved. However, if a member of the public contacts the CRT directly with their concerns it will be recorded on their icasework system as a representation and not our I Ways system.

Further discussions will be arranged to discuss this new process, with the CRT, as concerns have been raised that we now have two different systems for customer enquiries (I Ways and icasework).

Lucy Barrow
Business & Customer Support Manager