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30 October 2018

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY** will be held in the **COUNCIL CHAMBER** at these offices on **WEDNESDAY, 7TH NOVEMBER, 2018 at 7.00 pm** when your attendance is requested.

Yours sincerely,  
KATHRYN HALL  
Chief Executive

**A G E N D A**

	<b>Pages</b>
1. To note Substitutes in Accordance with Council Procedure Rule 4 - Substitutes at Meetings of Committees etc.	
2. To receive apologies for absence	
3. To receive Declaration of Interests from members in respect of any matter on the Agenda	
4. To confirm the Minutes of the Previous Meeting	<b>3 - 8</b>
5. To consider any items that the Chairman agrees to take as urgent business	
6. Overview Of Complaints - 2017/2018	<b>9 - 26</b>
7. Scrutiny Committee for Customer Services and Service Delivery Work Programme 2018/19	<b>27 - 28</b>

To: **Members of Scrutiny Committee for Customer Services and Service Delivery:**  
Councillors A Boutrup (Chairman), M Belsey (Vice-Chair), J Belsey, L Bennett, M Binks, P Bradbury, C Catharine, B Forbes, C Fussell, S Ellis, G Heard, Anthea Lea, H Mundin, K Page and D Sweatman

