

Agenda

TRANSPORT FOR BUCKINGHAMSHIRE TASK & FINISH GROUP

Date: Wednesday 2 November 2011
Time: 10.00 am
Venue: Mezzanine Room 3, County Hall, Aylesbury

Please note:

There will be a pre-meeting for members of the Task and Finish Group at 9.45am.

Agenda Item	Time	Page No
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Background Papers: Corporate Feedback and Complaints Procedure Background information for members to support all items on the agenda		
Contributors: Tracy Hamlet, Team Leader, Contact Centre		
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Contributors: Tracy Hamlet, Team Leader, Contact Centre Sean Rooney, Compliance Manager, Transport for Buckinghamshire		



INVESTOR IN PEOPLE



5 TRANSPORT FOR BUCKINGHAMSHIRE COMPLAINTS AND FEEDBACK

An opportunity for members to review the policies and procedures within the corporate complaints process and to assess the effectiveness of its outcomes.

Contributors:

Tracy Hamlet, Team Leader, Contact Centre

Carolyn Scholes, Complaints Administrator, Legal and Democratic Services

6 LOCAL PERCEPTION OF TRANSPORT FOR BUCKINGHAMSHIRE'S SERVICES

Members will consider evidence regarding the public perception of the services provided by Transport for Buckinghamshire. This will include feedback from Local Area Forums/Local Community Partnerships and Parish Councils.

7 TRANSPORT FOR BUCKINGHAMSHIRE COMMUNICATIONS

Members will investigate how Transport for Buckinghamshire uses different forms of communication to keep the public, members and parishes informed.

Contributor: Sean Rooney, Compliance Manager

8 NEXT STEPS

The Chairman will discuss with members how the Task and Finish Group will report its findings.

If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

*For further information please contact: Kelly Sutherland on 01296 383602
Fax No 01296 382538, email: ksutherland@buckscc.gov.uk*

Members

Mr M Brand

Mr N Brown

Mr H Cadd

Mr W Chapple OBE

Mr T Egleton

Mr C Jones

Mr B Roberts (C)

Ms R Vigor-Hedderly