

From: Freedom of Information Requests

Sent: 10 June 2025 14:47

To:

Subject: FOI Response

Dear Sir/Madam,

Thank you for your Freedom of Information request dated 20 May 2025 for information about customer feedback and complaints systems. Please find below City of Doncaster Council's responses to the questions you have raised.

Customer Feedback Management

1. What system(s) does your organisation currently use to gather customer feedback? (If different departments use different systems, please specify which departments use which systems.)

Response:

Built-in tools in your telephony or website systems - Customer Services: Netcall Converse CX. Website Communications: We allow customers to inform us of content or navigation issues with our website via a built-in form. This stores responses in the website's main database.

In-house solutions (e.g. Microsoft Forms) - Customer Services

2. Does the council have any plans to procure new feedback solutions in the next 12 months?

Response: No

3. Please provide the name and role of the person primarily responsible for overseeing customer experience within your organisation.

Response: Dulcie Aulton, Head of Customer Service

Complaints Management

1. What system(s) does your organisation currently use to manage complaints? (If different departments use different systems, please specify which departments use which systems.)

Response: A dedicated complaints/case management solution (e.g. Civica iCasework, Fivium eCase, GovMetric CaseTracker, Firmstep, Jadu) - Verint – LAGAN

2. If you are using a dedicated solution, please provide the following details for each system:

a) Name of supplier: Verint Ltd

b) Current contract end date and approximate annual contract value – 31/03/2026, £108k

c) Is the system used to manage other case types (e.g. FOI requests, member enquiries)? If yes, please specify which ones.

Response: Waste & Recycling, Highways, Street Lighting & Drainage, Pest Control, Anti-Social Behaviour, Street Scene, Compliments, Allotments, Lost/Found Dogs

3. Does the council have any plans to procure new complaints management solutions in the next 12 months?

Response: No

4. Please provide the name and role of the person primarily responsible for overseeing complaints management within your organisation.

Response: Dulcie Aulton, Head of Customer Service

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £98 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours faithfully,

Ellen Dook
Information Governance Officer
Corporate Resources
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