



Consultation Overview	
Name of Consultation exercise	3C's Customer Satisfaction Survey
Description including purpose of the consultation	Consultation exercise to measure how satisfied residents are with the councils 3c's process
What are the dates of the consultation?	November 2006 to February 2007
Who is being consulted?	Residents who have made a Compliment, comment or complaint to the council
What areas are being consulted?	District wide
What method of consultation is being used?	Questionnaire methodology used
When will the results of the consultation be available?	The key findings and any subsequent action plan will be available on the NHDC Internet From April 2007
Contact for the consultation exercise	Parmjit Sidhu, Customer Information & Support Officer, 01462 474636
Link to the Strategic Objectives / Corporate Plan	Linked to the Satisfied Communities Strategic Objective ensuring that we listen to our citizens and deliver high quality, value for money, customer focused services.