



My Ref: FOI/4405
Your Ref:
Date: 16/05/2025
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

Your questions and my findings are as follows:-

Your questions and my findings are below:-

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.)

- a) A dedicated feedback solution (e.g. Qualtrics, GovMetric, Snap Surveys)
- b) Built-in tools in your telephony or website systems
- c) In-house solutions (e.g. Microsoft Forms)
- d) Other (please specify)

The Council uses an in-house solution, Requestry, to capture customer contact forms via the website.

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

No

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

Customer Experience Manager

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.)

- a) A dedicated complaints/case management solution (e.g. Civica iCasework, Fivium eCase, GovMetric CaseTracker, Firmstep, Jadu)
- b) In-house developed system (e.g. Microsoft Dynamics)
- c) Spreadsheet or similar (e.g. Excel, Google Sheets)
- d) Other (please specify)

Complaints are logged and stored using SharePoint

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

- a) Name of supplier
- b) Current contract end date and approximate annual contract value
- c) Is the system used to manage other case types (e.g. FOI requests, member enquiries)? If yes, please specify which ones.

N/A – SharePoint is included in the Council's Microsoft 365 Licence.

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

No

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

Customer Resolution Manager

If you have any queries about this letter, please contact Information Requests via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

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PO Box 634, Barnsley, South Yorkshire S70 9GG

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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