

January 18, 2005

Regular Meeting of  
January 25, 2005

Mayor and Members  
of the City Council

## **REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS**

**Recommendation:** To receive and file the report.

### **Complaint/Survey Summary**

The department names listed in this summary have been abbreviated (CD = Community Development; CR = Community Resources, FIN = Finance). This summary report includes the complaints and/or surveys received by the City Clerk from the 15th of November, 2004, through the 15th of January, 2005.

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The following summarizes the one complaint received:

<b><u>Dept(s)</u></b>	<b><u>Date Rec'd</u></b>	<b><u>Complaint</u></b>	<b><u>Investigation Complete/Resolved</u></b>
CR	11-18-04	Rude/unprofessional behavior	11-24-04

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The following summarizes the one survey received:

<b><u>Dept(s)</u></b>	<b><u>Date Rec'd</u></b>	<b><u>Service</u></b>	<b><u>Additional comments</u></b>
CD/FIN	01-13-05	Excellent	

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Elaine Doerfling, City Clerk

Noted:

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Stephen Burrell, City Manager