

AGENDA

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1. MINUTES
To confirm the minutes of the meeting held on 18 June 2014 (AGS.3 - AGS.11), previously circulated.
2. APOLOGIES FOR ABSENCE
3. STATUTORY AUDITOR - ANNUAL AUDIT LETTER - ACCOUNTING AND CONTROL SYSTEMS 2013/14 1 - 134

Report of the Director of Support Services and Deputy Chief Executive
Relevant Ward(s): All Wards
4. CUSTOMER FEEDBACK AND COMPLAINTS PROCEDURE 135 - 144

Report of the Director of Customer and Leisure Services
Relevant Ward(s): All Wards
5. RECORDING OF MEETINGS 145 - 152

Report of the Director of Support Services and Deputy Chief Executive
Relevant Ward(s): All Wards
6. AMENDMENTS TO COUNCIL PROCEDURE RULES 153 - 154

Report of the Director of Support Services and Deputy Chief Executive
Relevant Ward(s): All Wards
7. MATTERS OF URGENCY

Any other business of which not less than 24 hours prior notice, preferably in writing, has been given to the Chief Executive and which the Chairman decides is urgent.