

Derby City Council – Response
ID Reference FOI715137766
Date 12/06/2025

Information Requested	Response
Customer Feedback Management	
<p>1) What system(s) does your organisation currently use to gather customer feedback?</p> <p>(If different departments use different systems, please specify which departments use which systems.)</p> <p>a) A dedicated feedback solution (e.g. Qualtrics, GovMetric, Snap Surveys)</p> <p>b) Built-in tools in your telephony or website systems</p> <p>c) In-house solutions (e.g. Microsoft Forms)</p> <p>d) Other (please specify)</p>	<p>Answer:</p> <p>d) Other.</p> <p>We use the same system for Customer Feedback and Complaints – see Complaints Management responses below</p>
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.	<p>Jane Witherow</p> <p>Head of Customer Engagement and Registration Services</p>
Complaints Management	

<p>1) What system(s) does your organisation currently use to manage complaints?</p> <p>(If different departments use different systems, please specify which departments use which systems.)</p> <p>a) A dedicated complaints/case management solution (e.g. Civica iCasework, Fivium eCase, GovMetric CaseTracker, Firmstep, Jadu)</p> <p>b) In-house developed system (e.g. Microsoft Dynamics)</p> <p>c) Spreadsheet or similar (e.g. Excel, Google Sheets)</p> <p>d) Other (please specify)</p>	<p>Answer:</p> <p>a) A dedicated complaints/case management solution</p>
<p>2) If you are using a dedicated solution, please provide the following details for each system:</p>	
<p>a) Name of supplier</p>	<p>Granicus-Firmstep Limited</p>
<p>b) Current contract end date and approximate annual contract value</p>	<p>30 September 2027 with option to extend to 30 September 2028</p> <p>Approximate annual cost: £107,620</p>
<p>c) Is the system used to manage other case types (e.g. FOI requests, member enquiries)? If yes, please specify which ones.</p>	<p>FOI Requests – No</p> <p>Member enquiries - Yes</p> <p>The system is not solely for complaints, feedback and enquiries, but provides the customer “MyAccount” functionality and enables access to end-to-end digital processes.</p>
<p>3) Does the council have any plans to procure new complaints management solutions in the next 12 months?</p>	<p>No</p>
<p>4) Please provide the name and role of the person primarily responsible for overseeing</p>	<p>Jane Witherow</p>

complaints management within your organisation.	Head of Customer Engagement and Registration Services
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Please note, the following applies, if the response includes council officers (or other officers) names.

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