



North Tyneside Council

Reference: FOI3038

Request:

Do you use a CRM in your Council?

Yes

Please confirm what platform or product is used?

Verint Engagement Management

Please provide me with a copy of any review reports or audits you have undertaken in relation to your Customer Relationship Management (CRM) system.

No information held. No review or audits have been carried out.

If you do not have a CRM, please send me any review reports or audit reports undertaken on whatever system you use to record, track and monitor queries from members of the public.

Please provide me with copies of the annual report on complaints trends and responses from 2018 to date or a url which points me to these reports.

This information is refused in answer to this request under section 21, information accessible to the applicant by other means.

The reason for this is that this information is published/publicly available at <https://my.northtyneside.gov.uk/category/479/complaints-procedure>

Future reports will be published on the same page. Therefore, this information is withheld under Section 22(1) of the Act. Information is exempt under s22, if the authority intends the information to be published at some future date, whether that date is determined or not.

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