

# NOTICE OF MEETING

A **MEETING** of the **AD-HOC SCRUTINY PANEL ON CUSTOMER CARE PROVISION** will be held in **ROOM 110, GROUND FLOOR, NEW VIEWFORTH, STIRLING** on **MONDAY 6 APRIL 2009** at 2.00 pm.

**FIONA MACLEOD**  
*Head of Governance*  
Clerk to the Council

2 April 2009

## AGENDA

The Service Delivery & Performance Committee has established an Ad-hoc Scrutiny Panel to investigate aspects of service delivery relating to Customer Care Provision. Meetings of the Panel are held in public, except at the discretion of the Chair, who may ask the public to leave the meeting under the provisions of Section 50A (4) of the Local Government (Scotland) Act 1973 and specifically during consideration of exempt information as defined in Schedule 7A of the Local Government (Scotland) Act 1973.

1. **APOLOGIES AND SUBSTITUTIONS**
  
2. **MINUTES - 9 MARCH 2009**  
(Pages 1 – 4)
  
3. **MATTERS ARISING**
  
4. **CONSIDERATION OF DRAFT FINAL REPORT**  
(Pages 5 – 10)

(For further information please contact Sheila McLean, 01786 443297)