

**CO-ORDINATING O&S COMMITTEE**  
**ACTION TRACKER 2019/20**

| <b>Date</b> | <b>Agenda Item</b>              | <b>Action</b>   | <b>Notes</b>                                 |
|-------------|---------------------------------|---|--|
| 06-Sep-19   | Chairs Actions                  | Letter to Leader re CEX   | COMPLETED – sent 10 <sup>th</sup> September  |
| 06-Sep-19   | Customer Services               | End of call survey questions to be shared with members of the Committee | COMPLETED – emailed 18 <sup>th</sup> October |
| 06-Sep-19   | Customer Services               | Ombudsman report to be circulated to members                            | COMPLETED – sent 6 <sup>th</sup> September   |
| 06-Sep-19   | Reports not on the forward plan | Letter to Leader detailing member views as agreed                       | COMPLETED – sent 10 <sup>th</sup> September  |