

Water Sector ADR Panel

Meeting 46

Via conference call due to Corvid 19 restrictions

[7 October 2021 at 10.00am](#)

AGENDA

Present: Daksha Piparia (Chair) Louise Beardmore Susan Bradford Emma Clancy Anton Gazzard Claire Whyley		
In attendance: Shona Flood (Sec) Tom Earley & Nina Kelly (Item 3) Sally Ainsworth (Item 2 customer profile data) Apologies Claire Forbes		
Item	Title	Who
1.	Approval of minutes of panel meeting on 25 June 2021	All
2.	Action Log: a. Accessibility b. Customer profile data c. E2E review process	DP/SF
3.	Insights Report: inaugural report	All
4.	Standing items: a. Insights report (see Item 3) b. anonymised decisions c. customer satisfaction data (extract from monthly report)(also see Item 5 a.)	All SF SF
5.	AOB: a. Customer satisfaction survey questions b. recruitment of additional independent member c. CEDR Stakeholder event: 20 October 2021 d. Complaints future landscape update e. CCW consultation: Fast tracking of complaints f. agree dates for future meetings (and potential work streams)	All
6.	Next meeting dates: provisionally: 06/12/21: 2pm provisionally at CCW office Birmingham*	All