

FOI number: **HBC\_FOI\_20200577**  
Date FOI Received: **11/10/2020**  
Department: **Customer Services**  
Title: **Customer Relationship Management -CRM- system**  
Description: **Customer Relationship Management system (CRM) and reports**

**Request: (As Redacted sent by requestor)**

Do you use a CRM in your Council?

Please confirm what platform or product is used?

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

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.

**Response: (Response as Redacted sent by service)**

1. Do you use a CRM in your Council?  
Yes
2. Please confirm what platform or product is used?  
Netcall Liberty Create
3. Please provide me with a copy of any review reports or audits you have undertaken in relation to your Customer Relationship Management (CRM) system.

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 find below a link to the Customer Relationship Management (CRM) System Replacement report

<http://www5.hertsmere.gov.uk/democracy/documents/s46475/Report%20of%20Officers.pdf>

4. 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.

Please find below a links to reports from 2018 and 2019.  
2018

<http://www5.hertsmere.gov.uk/democracy/documents/s46627/20181121AR10%20Annual%20Complaints%20Report%202018.pdf>

2019

<http://www5.hertsmere.gov.uk/democracy/documents/s49227/20191120FC14%202019%20Annual%20Complaints%20Report%20Comments%20Final.pdf>

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services