

Presentations Meppel

Annet ten Hoff	<u>Policy of municipal council for citizen involvement</u>
Robert Scholten	<u>Policy for the use of ICT in communication</u>
Najib Ouaamar	<u>Municipal policy for contacts with citizens in districts and villages</u>
Werner Hoff	<u>Contacts with citizens in city- districts and villages</u>
Jan Vos	<u>Mediation, a new way of preventing complaints</u>
Wendy Donker	<u>Service by telephone, including handling of complaints</u>