

## 2017/18 Stage 2 Complaint Volume Summary:

The number of complaints received can be broken down across the Services as follows:

Service Area	Stage 2	% of overall stage 2 received
Benefits	1	0.93%
Building Control	0	-
Communications	0	-
Community Protection	6	5.56%
Council Tax	12	11.11%
Crematorium & Cemetery	0	-
Customer Services	0	-
Democratic Services	0	-
Development Management (Planning)	19	17.59%
Digital Services	0	-
Economic Development	1	0.93%
Environmental Health	0	-
Environmental Services (Depot)	4	3.70%
Facilities Management	0	-
Finance	0	-
HLD	0	-
Housing & Health	1	0.93%
Housing Homelessness	3	2.78%
Housing Register	8	7.41%
ICT	1	0.93%
Legal	0	-
Licensing	0	-
Market	0	-
MCL (Events, Leisure Centre, Hazlitt)	4	3.70%
Mid Kent Enforcement	1	0.93%
Parking	17	15.74%
Parks & Open Spaces	8	7.41%
Planning Enforcement	2	1.85%
Planning Policy	1	0.93%
Planning Support	1	0.93%

## Appendix 2: 2017/18 Stage 2 Complaint Volume Summary

Service Area	Stage 2	% of overall stage 2 received
Policy and Information	0	-
Property and Procurement	0	-
Registration Services	2	1.85%
Waste	*16	14.81%
Complaints logged and subsequently referred to Kent County Council	n/a	n/a
<b>Total</b>	<b>108</b>	

\*Of these, 45 *Stage 1* complaints and 7 *Stage 2* complaints were due to the snow.