

2017/18 LGO Complaint Volume Summary:

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

LGO Complaint Description	Service Areas	No. of stage 1 complaints	No. of Stage 2 Complaints	No. received by the LGO	Number Upheld
Adult Care Services	N/A	-	-	-	-
Benefits and Tax	Benefits Council Tax	98	13	12	1
Corporate and Other Services	Communications Customer Services Democratic Services Digital Services Economic Development Facilities Management Finance ICT Legal Licensing Market MCL MidKent Enforcement Policy and Information Property and Procurement Registration Services	119	9	5	0
Education and Children's Services	N/A	-	-	-	-

Appendix 3: 2017/18 LGO Complaint Volume Summary

Environment Services	Community Protection Crematorium & Cemetery Environmental Health Environmental Services (depot) Parks and Open Spaces Waste	283	34	7	2
Highways and Transport	Parking	93	17	5	0
Housing	Housing & Health Housing Homelessness Housing Register	47	12	2	1
Planning and Development	Building Control Development Management HLD Planning Enforcement Planning Policy Planning Support	83	23	7	1
Other	*			1	

(Complaints logged and subsequently referred to Kent County Council = 5)

*The LGO received 1 complaint from 'other', however would not provide additional information regarding which service this was for. As such, for the purpose of future reporting, we will consider this complaint under 'Corporate and Other Services'.