

2017/18 Stage 1 Complaint Volume Summary:

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

Service Area	Stage 1	% of overall stage 1 received	No. Responded Late	% Late
Benefits	26	3.57%	0	0%
Building Control	2	0.27%	0	0%
Communications	2	0.27%	0	0%
Community Protection	39	5.36%	5	12.8%
Council Tax	72	9.89%	4	5.6%
Crematorium & Cemetery	1	0.14%	0	0%
Customer Services	17	2.34%	3	17.6%
Democratic Services	1	0.14%	0	0%
Development Management (Planning)	64	8.79%	16	25%
Digital Services	14	1.92%	0	0%
Economic Development	3	0.41%	1	33.3%
Environmental Health	5	0.69%	1	20%
Environmental Services (Depot)	51	7.01%	0	0%
Facilities Management	1	0.14%	1	100%
Finance	2	0.27%	0	0%
HLD	2	0.27%	0	0%
Housing & Health	8	1.10%	0	0%
Housing Homelessness	13	1.79%	1	7.7%
Housing Register	26	3.57%	1	3.8%
ICT	2	0.27%	1	50%
Legal	2	0.27%	2	100%
Licensing	1	0.14%	0	0%
Market	3	0.41%	0	0%
MCL (Events, Leisure Centre, Hazlitt)	48	6.59%	6	12.5%
Mid Kent Enforcement	5	0.69%	0	0%
Parking	93	12.77%	1	1.1%
Parks & Open Spaces	37	5.08%	2	5.4%
Planning Enforcement	11	1.51%	4	36.4%
Planning Policy	1	0.14%	1	100%
Planning Support	3	0.41%	0	0%
Policy and Information	1	0.14%	0	0%

Appendix 1: 2017/18 Stage 1 Complaint Volume Summary

Service Area	Stage 1	% of overall stage 1 received	No. Responded Late	% Late
Property and Procurement	1	0.14%	0	0%
Registration Services	16	2.20%	4	25%
Waste	*150	20.6%	0	0%
Complaints logged and subsequently referred to Kent County Council	5	0.69%	-	-
Total	728			

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