

Appendix 1: 2018/19 Complaint Volume Summary

2018/19 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	31	5.46%	3	9.7%
Building Control	0	-	0	-
Cobtree Estates	1	0.18%	0	0%
Communications	1	0.18%	0	0%
Community Protection	13	2.29%	1	7.7%
Council Tax	67	11.8%	1	1.5%
Crematorium & Cemetery	2	0.35%	0	0%
Customer Services	19	3.35%	1	5.3%
Democratic Services	1	0.18%	0	0%
Development Management (Planning)	52	9.15%	2	3.8%
Digital Services	12	2.11%	1	8.3%
Economic Development	5	0.88%	1	20%
Environmental Health	0	-	0	-
Environmental Services (Depot)	42	7.4%	1	2.4%
Facilities Management	0	-	0	-
Finance	4	0.7%	0	0%
Heritage Landscape & Design	0	-	0	-
Housing & Health	3	0.53%	0	0%
Housing Homelessness	25	4.4%	1	4%
Housing Register	29	5.11%	1	3.4%
ICT	0	-	0	-
Legal	1	0.18%	0	0%
Licensing	4	0.7%	1	25%
Market	0	-	0	-
Maidstone Culture and Leisure (Events, Leisure Centre, Hazlitt)	7	1.23%	0	0%
Mid Kent Enforcement	6	1.1%	1	16.7%
Museums	2	0.35%	0	0%
Parking	77	13.56%	0	0%
Parks & Open Spaces	19	3.35%	0	0%
Planning Enforcement	23	4.05%	8	34.8%
Planning Policy	1	0.18%	0	0%

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Planning Support	2	0.35%	0	0%
Policy and Information	5	0.88%	2	40%
Property and Procurement	3	0.53%	1	33.3%
Registration Services	1	0.18%	1	100%
Waste	110	19.37%	0	-
Total	568			