

## 2018/19 Stage 2 Complaint Volume Summary:

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

### By service:

Service Area	Stage 2	% of overall stage 2 received
Benefits	4	3.67%
Building Control	0	-
Communications	0	-
Community Protection	1	0.92%
Council Tax	8	7.34%
Crematorium & Cemetery	0	-
Customer Services	1	0.92%
Democratic Services	0	-
Development Management (Planning)	20	18.35%
Digital Services	1	0.92%
Economic Development	1	0.92%
Environmental Health	0	-
Environmental Services (Depot)	8	7.34%
Facilities Management	0	-
Finance	0	-
HLD	0	-
Housing & Health	1	0.92%
Housing Homelessness	9	8.26%
Housing Register	7	6.42%
ICT	0	-
Legal	0	-
Licensing	1	0.92%
Market	0	-
MCL (Events, Leisure Centre, Hazlitt)	0	-
Mid Kent Enforcement	3	2.75%
Museums	1	0.92%
Parking	18	16.51%
Parks & Open Spaces	1	0.92%
Planning Enforcement	11	10.09%
Planning Policy	0	-
Planning Support	1	0.92%

Appendix 2: 2018/19 Stage 2 Complaint Volume Summary

Service Area	Stage 2	% of overall stage 2 received
Policy and Information	1	0.92%
Property and Procurement	0	-
Registration Services	0	-
Waste	11	10.09%
<b>Total</b>	<b>109</b>	