

Appendix 3: 2018/19 LGO Complaint Volume Summary

**2018/19 LGO Complaint Volume Summary:**

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

<b>LGO Complaint Description</b>	<b>Service Areas</b>	<b>No. of stage 1 complaints</b>	<b>No. of Stage 2 Complaints</b>	<b>No. received by the LGO</b>	<b>Number Upheld</b>
Adult Care Services	N/A	-	-	-	-
Benefits and Tax	Benefits Council Tax	98	12	10	0
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	69	8	1	0
Education and Children's Services	N/A	-	-	-	-

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Environment Services	Community Protection Crematorium & Cemetery Environmental Health Environmental Services (depot) Parks and Open Spaces Waste	186	21	3	0
Highways and Transport	Parking	77	18	5	1
Housing	Housing & Health Housing Homelessness Housing Register	57	17	9	1
Planning and Development	Building Control Development Management HLD Planning Enforcement Planning Policy Planning Support	78	32	10	1