

## 2019/20 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	7	6.4%
Building Control	3	2.7%
Cobtree Estates	1	0.9%
Communications	0	-
Community Protection	1	0.9%
Council Tax	8	7.3%
Crematorium & Cemetery	0	-
Customer Services	0	-
Democratic Services	1	0.9%
Development Management (Planning)	5	4.5%
Digital Services	1	0.9%
Economic Development	0	-
Environmental Health	0	-
Environmental Services (Depot)	1	0.9%
Facilities Management	0	-
Finance	0	-
HLD	0	-
Housing & Health	0	-
Housing Homelessness	2	1.8%
Housing Register	5	4.5%
ICT	1	0.9%
Legal	1	0.9%
Licensing	0	-
Market	0	-
MCL (Events, Leisure Centre, Hazlitt)	3	2.7%
Mid Kent Enforcement	3	2.7%
Museums	0	-
NNDR	0	-
Parking	10	9%
Parks & Open Spaces	0	-
Planning Enforcement	5	4.5%

Appendix 2: 2019/20 Stage 2 Complaint Volume Summary

Service Area	Stage 2	% of overall stage 2 received
Planning Policy	1	0.9%
Planning Support	2	1.8%
Policy and Information	1	0.9%
Property and Procurement	0	-
Registration Services	0	-
Waste	48	43.6%
<b>Total</b>	<b>110</b>	