

Appendix 3: 2020/21 LGCSO Complaint Volume Summary

**2020/21 LGCSO Complaint Volume Summary:**

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

LGCSO Complaint Description	Service Areas	No. of stage 1 complaints	No. of Stage 2 Complaints	No. reviewed by the LGCSO	Number upheld by the LGSCO
Adult Care Services	N/A	-	-	-	-
Benefits and Tax	Benefits Council Tax NDR	33	2	9	2
Corporate and Other Services	Communications Customer Services Democratic Services Digital Services Economic Development Facilities Management Finance ICT Legal Licensing Market MCL Mid Kent Enforcement Museums Policy and Information Property and Procurement Registration Services	35	4	0	-
Education and Children's Services	N/A	-	-	-	-

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Environment Services & Public Protection & Regulation	Cobtree Estates Community Protection Crematorium & Cemetery Environmental Health Environmental Services (depot) Parks and Open Spaces Waste	319	31	3	1
Highways and Transport	Parking	73	5	5	2
Housing	Housing & Health Housing Homelessness Housing Register	29	5	2	0
Planning and Development	Building Control Development Management HLD Planning Enforcement Planning Policy Planning Support	78	12	13	2