

Service	Total	On Time	Late	% On Time	Service	Policy	Staff	Time taken	Lack of contact	Information provision	Discrimination
Building Surveying	1	1	0	100%	0	0	1	0	0	0	0
Council Tax or Business Rates	4	3	1	75%	3	0	0	0	0	1	0
Customer Services (mainly Contact Centre)	8	6	2	75%	3	1	3	0	0	0	1
Development Control	25	24	1	96%	6	7	1	8	2	1	0
Grounds Maintenance	4	4	0	100%	2	1	0	1	0	0	0
Hazlitt Theatre	1	0	1	0%	1	0	0	0	0	0	0
Housing and Council Tax Benefits	3	3	0	100%	3	0	0	0	0	0	0
Housing Options, Private Sector Housing or Housing Policy	9	2	7	22%	3	2	1	1	1	1	0
IT Support	1	1	0	100%	1	0	0	0	0	0	0
Markets in Maidstone	1	1	0	100%	1	0	0	0	0	0	0
Parking Enforcement	9	9	0	100%	4	2	2	0	1	0	0
Parks and leisure	2	1	1	50%	2	0	0	0	0	0	0
Planning Enforcement	3	3	0	100%	1	0	0	1	1	0	0
Pollution (mainly Litter Enforcement)	10	10	0	100%	3	1	6	0	0	0	0
Street Sweeping	1	1	0	100%	0	1	0	0	0	0	0
Vehicle licensing	1	0	1	0%	1	0	0	0	0	0	0
Waste Collection	19	19	0	100%	12	3	2	0	1	1	0
<b>TOTAL</b>	<b>102</b>	<b>88</b>	<b>14</b>	<b>86%</b>	<b>46</b>	<b>18</b>	<b>16</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>1</b>

2011 Q3 complaints data (Stage 1)