

Appendix A – 2011-12 Complaints Timeliness and Categorisation

Service	Total	% Answered on time	Lack of contact	Time taken	Policy	Discrimination	Service	Staff
Benefits	11	73%	2	0	0	0	6	3
Bereavement Services	5	100%	0	0	0	0	4	1
Building Control	3	100%	0	0	0	0	0	3
Chief Executive's Secretariat	1	100%	0	1	0	0	0	0
Cleansing	1	100%	0	0	1	0	0	0
Communications	1	100%	0	0	1	0	0	0
Community Development/Partnerships	1	0%	0	0	0	0	1	0
Community Safety	1	0%	0	0	0	1	0	0
Complaints	2	0%	0	0	0	0	1	1
Customer Services	17	94%	0	0	1	1	8	7
Democratic Services	6	83%	1	0	1	0	4	0
Development Management	85	98%	11	15	27	0	28	10
Economic Development	3	100%	0	0	2	0	1	0
Environmental Enforcement	56	100%	1	1	18	1	14	21
Environmental Health	1	100%	0	0	0	0	0	1
Facilities	1	100%	0	0	0	0	1	0
Grounds Maintenance	7	100%	0	1	1	0	4	1
Hazlitt Theatre	1	0%	0	0	0	0	1	0
Housing options/PSH	47	60%	7	1	8	4	20	7
IT Support	1	100%	0	0	0	0	1	0
Museum	1	0%	1	0	0	0	0	0
Other (was sorted into other categories in Q3 and Q4)	1	100%	0	0	0	0	1	0
Parking	27	96%	1	0	5	1	11	9
Parks and leisure	8	88%	2	0	0	1	5	0
Property, Procurement and Projects	1	100%	0	1	0	0	0	0
Public Toilets	3	100%	0	0	2	0	1	0
Revenues	30	70%	2	0	8	0	18	2
Spatial Planning	3	100%	2	0	1	0	0	0
Waste Collection	83	100%	5	0	12	0	59	7
TOTALS	408	89%	35	20	88	9	189	73