

Appendix B – 2011-12 Complaints Handling Satisfaction Data

Service	Number of responses	Satisfied	Neither	Not satisfied	Unclear
Benefits	4	25%	25%	50%	0%
Bereavement Services	3	0%	33%	67%	0%
Building Control	3	0%	0%	100%	0%
Cleansing	1	0%	100%	0%	0%
Community Partnerships	1	0%	0%	100%	0%
Customer Services	7	29%	0%	71%	0%
Democratic Services	1	0%	0%	100%	0%
Development Management	23	22%	17%	61%	0%
Economic Development	1	100%	0%	0%	0%
Environmental Enforcement	8	0%	0%	100%	0%
Grounds Maintenance	3	33%	0%	33%	33%
Housing options/PSH	10	0%	10%	90%	0%
IT Support	1	100%	0%	0%	0%
Museum	1	0%	100%	0%	0%
Other (was sorted into other categories in Q3 and Q4)	1	100%	0%	0%	0%
Parking	11	73%	0%	27%	0%
Parks and Leisure	3	100%	0%	0%	0%
Property, Procurement and Projects	1	0%	0%	100%	0%
Public Toilets	1	100%	0%	0%	0%
Revenues	6	17%	50%	33%	0%
Spatial Planning	2	50%	0%	50%	0%
Waste Collection	26	46%	23%	31%	0%
TOTAL	118	32%	15%	52%	1%