

Appendix A: 2012/13 Q1 complaints categorisation and timeliness

Service	Number	On time	Late	% on time	Service	Policy	Staff	Time taken	Lack of contact	Discrimination
Waste Services	36	36	0	100%	16	19	1	0	0	0
Economic Development	18	18	0	100%	16	1	0	0	0	1
Development Management	16	13	3	81%	5	6	1	4	0	0
Housing Services	15	12	3	80%	8	3	0	0	3	1
Parking	10	9	1	90%	2	6	2	0	0	0
Revenues	9	8	1	89%	5	3	1	0	0	0
Environmental Enforcement	8	8	0	100%	2	1	5	0	0	0
Democratic Services	5	5	0	100%	3	1	1	0	0	0
Parks and Leisure	4	4	0	100%	3	0	0	0	0	1
Spatial Planning	3	3	0	100%	3	0	0	0	0	0
Customer Services	3	3	0	100%	1	0	1	0	0	1
Benefits	2	2	0	100%	2	0	0	0	0	0
Bereavement Services	2	2	0	100%	2	0	0	0	0	0
Museum	2	2	0	100%	2	0	0	0	0	0
Hazlitt Theatre	1	1	0	100%	0	0	0	0	0	1
Building Control	1	1	0	100%	1	0	0	0	0	0
Cleansing	1	1	0	100%	1	0	0	0	0	0
Community Development	1	1	0	100%	0	1	0	0	0	0
Grounds Maintenance	1	1	0	100%	1	0	0	0	0	0
About a KCC matter (recorded as 'Other')	1	1	0	100%	0	0	0	0	0	1
TOTAL	139	131	8	94%	73	41	12	4	3	6

2 complaints handled by Waste Services were due to CTC error

1 complaint handled by Development Management was due to Gateway error

1 complaint handled by Parking Services was due to Gateway error

1 of Parks and Leisure's complaints was about the behaviour of stallholders at the Kite Fair, rather than anything controlled by the Council.