

Appendix B: 2012/13 Q1 complaints satisfaction survey responses

Service	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Benefits	1	1	0	0	0	0
Bereavement Services	1	0	0	1	0	0
Cleansing	1	0	1	0	0	0
Customer Services	1	0	0	1	0	0
Democratic Services	2	0	0	0	1	1
Development Control	1	0	0	1	0	0
Economic Development	8	1	2	1	1	3
Environmental Enforcement	1	0	0	0	0	1
Hazlitt Theatre	1	0	0	0	0	1
Housing Options, Private Sector Housing or Housing Policy	1	1	0	0	0	0
Museum	1	0	0	0	0	1
Parking	3	0	1	2	0	0
Revenues	2	0	2	0	0	0
Spatial Planning	2	0	1	0	0	1
Waste Services	14	3	5	1	2	3
TOTAL	40	6	12	7	4	11