

Appendix A: 2012/13 Q2 complaints categorisation and timeliness

Service	Number	On time	Late	% on time	Service	Policy	Staff	Time taken	Lack of contact	Discrimination
Accountancy	2	2	0	100%	2	0	0	0	0	0
Contact Centre	1	1	0	100%	0	1	0	0	0	0
Customer Services	1	1	0	100%	0	1	0	0	0	0
Development Management	8	7	1	87.5%	3	2	0	0	3	0
Environmental Enforcement	12	12	0	100%	1	0	11	0	0	0
Environmental Services	2	2	0	100%	2	0	0	0	0	0
Environmental Health	2	0	2	0%	0	1	1	0	0	0
Hazlitt Theatre	1	1	0	100%	0	1	0	0	0	0
Benefits	6	6	0	100%	6	0	0	0	0	0
Housing Services	15	12	3	80%	1	8	4	2	0	0
Parking Enforcement	10	10	0	100%	2	2	4	0	1	1
Parks and Leisure	8	7	1	88%	3	0	1	0	2	2
Planning Enforcement	2	1	1	50%	1	0	0	0	1	0
Planning Policy	1	1	0	100%	0	0	0	0	1	0
Economic Development	28	25	3	88%	2	24	1	0	0	1
Registration Services	2	2	0	100%	0	0	2	0	0	0
Revenues	9	9	0	100%	6	2	1	0	0	0
Waste Collection	31	31	0	100%	15	15	1	0	0	0
Bereavement Services	2	2	0	100%	1	1	0	0	0	0
Grounds Maintenance	1	1	0	100%	1	0	0	0	0	0
Parking Services	4	4	0	100%	1	2	1	0	0	0
Building Control	2	2	0	100%	0	1	1	0	0	0
Overview & Scrutiny	1	1	0	100%	1	0	0	0	0	0
TOTAL	151	140	11	93%	48	61	28	2	8	4