

**Appendix B: 2012/13 Q3 complaints satisfaction survey responses**

<b>Service</b>	<b>Total</b>	<b>Very satisfied</b>	<b>Satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>
Customer Services	1	1	0	0	0	0
Development Management	2	0	0	0	1	1
Economic Development	1	0	1	0	0	0
Grounds Maintenance	1	0	0	0	0	1
Licensing	1	0	1	0	0	0
Parking Services	3	0	1	0	1	1
Parks and Leisure	1	0	1	0	0	0
Registration Services	1	1	0	0	0	0
Revenues	2	0	0	0	0	2
Spatial Planning	1	0	0	0	0	1
Waste Collection	2	1	0	0	0	1
<b>TOTAL</b>	<b>16</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>7</b>