

Appendix A: Complaints Categorisation and Timeliness for 2013/2014

Service	Number	On time	Late	% on Time	Service	Policy	Staff	Time taken	Lack of contact	Discrimination
Benefits	14	13	1	92.9	6	0	4	3	0	1
Bereavement Services	3	3	0	100	2	0	1	0	0	0
Building Control	2	2	0	100	1	1	0	0	0	0
Communications	1	1	0	100	1	0	0	0	0	0
Community Development	6	6	0	100	6	0	0	0	0	0
Customer Services	31	30	1	96.8	21	0	8	2	0	0
Corporate Property	1	1	0	100	0	0	0	0	1	0
Development Management	61	55	6	90.2	30	18	5	1	7	0
Economic Development	6	6	0	100	3	3	0	0	0	0
Electoral Registration	5	5	0	100	4	0	1	0	0	0
Environmental Enforcement	29	26	3	89.7	7	2	20	0	0	0
Environmental Health	1	1	0	100	0	1	0	0	0	0
Environmental Services	176	176	0	100	148	8	9	8	2	1
Finance	2	2	0	100	1	1	0	0	0	0
Grounds Maintenance	3	3	0	100	3	0	0	0	0	0
Housing Options	51	45	6	88.2	20	16	9	2	3	1
Licensing	2	1	1	50.0	1	0	1	0	0	0
Parking Services	58	57	1	98.2	24	15	16	2	0	1
Parks and Leisure	32	28	4	87.5	24	3	3	1	1	0
Planning Enforcement	8	8	0	100	3	0	3	0	2	0
Private Sector Housing	5	5	0	100	2	1	1	0	1	0
Revenues	47	45	2	95.7	35	9	0	2	0	1
Spatial Policy	4	4	0	100	1	3	0	0	0	0
TOTAL	548	523	25	95.4	343	81	81	21	17	5