

Appendix B: Complaint Handling Satisfaction for 2013/2014

Service	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Benefits	3	2	0	0	1	0
Bereavement Services	3	0	0	0	2	1
Community Development	1	0	0	1	0	0
Corporate Property	1	0	0	0	0	1
Customer Services	3	0	1	0	1	1
Development Management	14	2	3	0	2	7
Economic Development	1	0	0	0	1	0
Environmental Enforcement	4	0	1	0	0	3
Environmental Health	1	0	0	0	0	1
Environmental Services	58	9	17	7	8	17
Housing Options	7	0	3	0	1	3
Parking Services*	9	2	0	1	2	3
Parks and Leisure	3	0	0	0	1	2
Planning Enforcement	3	0	0	0	2	1
Private Sector Housing	1	0	1	0	0	0
Revenues	7	2	1	0	0	4
TOTAL	119	17	27	9	21	44

* One survey was received for Parking Services with the section about complaint satisfaction not filled in. Therefore the survey was counted for the response rate but not for % of satisfied respondents.