

## Appendix C: Stage 2 Complaints for 2013/2014

<b>Service</b>	<b>Number of S2s</b>	<b>Number Justified</b>	<b>Number Unjustified</b>
Benefits	2	1	1
Bereavement Services	1	0	1
Building Control	1	0	1
Community Development	2	0	2
Customer Services	4	1	3
Development Management	18	5	13
Economic Development	2	1	1
Electoral Registration	1	0	1
Environmental Enforcement	1	1	0
Environmental Health	1	0	1
Environmental Services	10	6	4
Housing Options	13	5	8
Licensing	1	0	1
Parking Services	10	3	7
Parks and Leisure	10	6	4
Planning Enforcement	3	2	1
Revenues	13	6	7
Spatial Policy	2	0	2
<b>TOTAL</b>	<b>95</b>	<b>37</b>	<b>58</b>