

Appendix A: 2013-2014 Quarter 4 Complaints Categorisation and Timeliness

Service	Number	On time	Late	% on time	Service	Policy	Staff	Time taken	Lack of contact	Discrimination
Benefits	4	3	1	75.0	3	0	1	0	0	0
Building Control	1	1	0	100	1	0	0	0	0	0
Community Development	1	1	0	100	1	0	0	0	0	0
Customer Services	4	4	0	100	3	0	1	0	0	0
Development Management	13	13	0	100	8	3	1	1	0	0
Economic Development	1	1	0	100	1	0	0	0	0	0
Electoral Registration	3	3	0	100	3	0	0	0	0	0
Environmental Enforcement	8	8	0	100	4	0	4	0	0	0
Environmental Services	26	26	0	100	21	1	4	0	0	0
Finance	1	1	0	100	0	1	0	0	0	0
Housing Options	8	7	1	87.5	4	2	1	1	0	0
Parking Services	24	24	0	100	12	8	4	0	0	0
Parks and Leisure	4	4	0	100	4	0	0	0	0	0
Planning Enforcement	3	3	0	100	1	0	2	0	0	0
Private Sector Housing	3	3	0	100	1	1	0	0	1	0
Revenues	13	13	0	100	9	3	0	0	0	1
Spatial Policy	1	1	0	100	0	1	0	0	0	0
TOTAL	118	116	2	98.3	76	20	18	2	1	1