

**Appendix B: 2013-2014 Quarter 4 Complaint Handling 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>
Benefits	1	1	0	0	0	0
Development Management	5	1	1	0	0	3
Environmental Enforcement	2	0	1	0	0	1
Environmental Services	14	1	5	0	4	4
Housing Services	4	0	1	0	1	2
Parking Services	6	1	0	1	2	2
Planning Enforcement	1	0	0	0	0	1
Private Sector Housing	1	0	1	0	0	0
Revenues	2	2	0	0	0	0
<b>TOTAL</b>	<b>36</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>7</b>	<b>13</b>