

Appendix B: 2014-2015 Quarter 1 Complaint Handling Satisfaction Survey Responses

Service	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Development Management	4	0	1	1	0	2
Electoral Registration	1	0	0	0	0	1
Environmental Enforcement	2	0	0	0	0	2
Environmental Services	6	3	0	0	0	3
Housing Options	2	1	1	0	0	0
Licensing	1	0	1	0	0	0
Parking Services	3	2	0	0	1	0
Parks and Leisure*	36	10	11	3	3	8
Planning Enforcement	1	0	0	0	0	1
Private Sector Housing	1	1	0	0	0	0
Revenues	1	0	0	0	0	1
TOTAL	58	17	14	4	4	18

* One survey was received back for this service without the customer satisfaction section filled in.