

Appendix 1: 2019/20 Complaint Volume Summary

2019/20 Stage 1 Complaint Volume Summary:

The number of complaints received can be broken down across the services as follows:

Service Area	Stage 1	% of overall stage 1 received	No. Responded Late	% Late
Benefits	26	3.6%	2	7.7%
Building Control	6	0.8%	1	16.7%
Cobtree Estates	2	0.3%	0	-
Communications	0	-	-	-
Community Protection	10	1.4%	1	10%
Council Tax	43	6%	2	4.7%
Crematorium & Cemetery	0	-	-	-
Customer Services	23	3.2%	0	-
Democratic Services	3	0.4%	0	-
Development Management (Planning)	70	9.7%	5	7.1%
Digital Services	8	1.1%	0	-
Economic Development	0	-	-	-
Environmental Health	1	0.1%	-	-
Environmental Services (Depot)	29	4%	1	3.4%
Facilities Management	0	-	-	-
Finance	2	0.3%	0	-
Heritage Landscape & Design	1	0.1%	0	-
Housing & Health	1	0.1%	0	-
Housing Homelessness	20	2.8%	6	30%
Housing Register	22	3.1%	0	-
ICT	1	0.1%	0	-
Legal	0	-	-	-
Licensing	1	0.1%	0	-
Market	0	-	-	-
Maidstone Culture and Leisure (Events, Leisure Centre, Hazlitt)	35	4.9%	1	2.9%
Mid Kent Enforcement	10	1.4%	1	10%
Museums	2	0.3%	0	-
NNDR	2	0.3%	0	-
Parking	64	8.9%	1	1.6%
Parks & Open Spaces	9	1.3%	0	-
Planning Enforcement	13	1.8%	5	38.5%

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Planning Policy	7	1%	0	-
Planning Support	4	0.6%	0	-
Policy and Information	3	0.4%	0	-
Property and Procurement	1	0.1%	0	-
Registration Services	6	0.8%	1	16.7%
Waste	295	41%	0	-
Total	720			