

Appendix 3: 2019/20 LGCSO Complaint Volume Summary

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

LGCSO Complaint Description	Service Areas	No. of stage 1 complaints	No. of Stage 2 Complaints	No. received by the LGCSO	Number Upheld
Adult Care Services	N/A	-	-	-	-
Benefits and Tax	Benefits Council Tax NDR	71	15	12	0
Corporate and Other Services	Communications Customer Services Democratic Services Digital Services Economic Development Facilities Management Finance ICT Legal Licensing Market MCL MidKent Enforcement Museums Policy and Information Property and Procurement Registration Services	95	11	2	0
Education and Children's Services	N/A	-	-	-	-

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Environment Services	Cobtree Estates Community Protection Crematorium & Cemetery Environmental Health Environmental Services (depot) Parks and Open Spaces Waste	346	51	5	1
Highways and Transport	Parking	64	10	4	1
Housing	Housing & Health Housing Homelessness Housing Register	43	7	4	2
Planning and Development	Building Control Development Management HLD Planning Enforcement Planning Policy Planning Support	101	16	18	3
Other				4	

(Please note that 43 of 49 complaints were investigated by the LGSCO as detailed at paragraph 6.3 of the report)