

## Appendix 1: 2020/21 Complaint Volume Summary

### 2020/21 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	8	1.4%	2	25%
Building Control	4	0.7%	2	50%
Cobtree Estates	0	-	-	-
Communications	1	0.2%	0	-
Community Protection	8	1.4%	3	37.5%
Council Tax	24	4.2%	1	4.2%
Crematorium & Cemetery	2	0.4%	0	-
Customer Services	10	1.8%	1	10%
Democratic Services	6	1.1%	0	-
Development Management (Planning)	52	9.2%	20	38.5%
Digital Services	3	0.5%	0	-
Economic Development	2	0.4%	0	-
Environmental Health	2	0.4%	0	-
Environmental Services (Depot)	10	1.8%	0	-
Facilities Management	0	-	-	-
Finance	2	0.4%	0	-
Heritage, Landscape & Design	0	-	-	-
Housing & Health	3	0.5%	1	33.3%
Housing Homelessness	13	2.3%	5	38.5%
Housing Register	13	2.3%	2	15.4%
ICT	0	-	-	-
Legal	2	0.4%	0	-
Licensing	0	-	-	-
Market	1	0.2%	0	-
Maidstone Culture and Leisure (Events, Leisure Centre, Hazlitt)	2	0.4%	0	-
Mid Kent Enforcement	0	-	-	-
Museums	0	-	-	-
NNDR	1	0.2%	0	-
Parking	73	12.9%	1	1.4%
Parks & Open Spaces	1	0.2%	0	-
Planning Enforcement	12	2.1%	1	8.3%

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<b>Service Area</b>	<b>Stage 1</b>	<b>% of overall stage 1 received</b>	<b>No. Responded Late</b>	<b>% Late</b>
Planning Policy	7	1.2%	0	-
Planning Support	3	0.5%	0	-
Policy and Information	2	0.4%	0	-
Property and Procurement	3	0.5%	1	33.3%
Registration Services	1	0.2%	1	100%
Waste	296	52.2%	4	1.4%
<b>Total</b>	<b>567</b>			