

2020/21 Stage 2 Complaint Volume Summary:

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

| Service Area | Stage 2 | % of overall stage 2 received |
|---------------------------------------|---------|-------------------------------|
| Benefits | 2 | 3.4% |
| Building Control | 1 | 1.7% |
| Cobtree Estates | 0 | - |
| Communications | 0 | - |
| Community Protection | 2 | 3.4% |
| Council Tax | 0 | - |
| Crematorium & Cemetery | 0 | - |
| Customer Services | 2 | 3.4% |
| Democratic Services | 1 | 1.7% |
| Development Management (Planning) | 7 | 11.9% |
| Digital Services | 0 | - |
| Economic Development | 0 | - |
| Environmental Health | 0 | - |
| Environmental Services (Depot) | 0 | - |
| Facilities Management | 0 | - |
| Finance | 0 | - |
| Heritage, Landscape and Design | 0 | - |
| Housing & Health | 1 | 1.7% |
| Housing Homelessness | 3 | 5.1% |
| Housing Register | 1 | 1.7% |
| ICT | 0 | - |
| Legal | 1 | 1.7% |
| Licensing | 0 | - |
| Market | 0 | - |
| MCL (Events, Leisure Centre, Hazlitt) | 0 | - |
| Mid Kent Enforcement | 0 | - |
| Museums | 0 | - |
| NNDR | 0 | - |
| Parking | 5 | 8.5% |
| Parks & Open Spaces | 0 | - |
| Planning Enforcement | 2 | 3.4% |
| Planning Policy | 1 | 1.7% |
| Planning Support | 1 | 1.7% |

Appendix 2: 2020/21 Stage 2 Complaint Volume Summary

| Service Area | Stage 2 | % of overall stage 2 received |
|--------------------------|-----------|-------------------------------|
| Policy and Information | 0 | - |
| Property and Procurement | 0 | - |
| Registration Services | 0 | - |
| Waste | 29 | 49.2% |
| Total | 59 | |