

Appendix B: 2012/13 Q1 complaints satisfaction survey responses

Service	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Building Control	1	0	0	0	0	1
Contact Centre	1	0	1	0	0	0
Development Control	1	1	0	0	0	0
Environmental Enforcement	3	0	0	0	0	3
Housing (Housing Options, Private Sector Housing or Housing Policy)	4	1	0	1	0	2
Parking Enforcement	3	0	0	0	2	1
Planning Enforcement	1	1	0	0	0	0
Planning Policy	1	0	1	0	0	0
Regeneration and Cultural Services*	6	1	1	1	1	1
Revenues*	1	0	0	0	0	0
Waste Collection*	14	4	3	0	3	3
TOTAL	36	8	6	2	6	11

*Some surveys that were returned for these services did not have the satisfaction section filled in