

Appendix C: Quarter 1 2013-2014 Stage 2 Complaints

Service	Number of S2s	Number Justified	Number Unjustified	Number resulting in payments	Sum of payments given
Benefits	2	1	1	1	£40
Building Control	1	0	1	0	-
Customer Services	1	0	1	0	-
Development Management	4	2	2	2	£180
Economic Development	2	1	1	0	-
Environmental Services	1	1	0	0	-
Environmental Health	1	0	1	0	-
Housing	3	0	3	0	-
Parking Services	2	1	1	0	-
Planning Enforcement	1	1	0	0	-
Revenues	4	4	0	3	£200
Waste Services	1	0	1	0	-
TOTAL	23	11	12	6	£420