

Appendix A: 2012/13 Q4 complaints categorisation and timeliness

Service	Number	On time	Late	% on time	Service	Policy	Staff	Time taken	Lack of contact	Discrimination
Benefits	3	2	1	66	1	0	1	0	0	1
Corporate Property	1	1	0	100	0	1	0	0	0	0
Customer Services	3	3	0	100	3	0	0	0	0	0
Depot Operations	1	1	0	100	1	0	0	0	0	0
Development Management	7	7	0	100	1	1	2	1	2	0
Environmental Enforcement	8	8	0	100	0	2	6	0	0	0
Environmental Health	1	1	0	100	0	0	0	1	0	0
Environmental Services	1	1	0	100	1	0	0	0	0	0
Housing Services	11	11	0	100	2	2	3	2	1	1
Parking Services	8	8	0	100	2	2	4	0	0	0
Parks & Leisure	1	1	0	100	0	0	1	0	0	0
Planning Enforcement	5	5	0	100	1	1	1	1	1	0
Revenues	5	4	1	80	2	2	0	0	1	0
Waste Services	3	3	0	100	1	1	1	0	0	0
TOTAL	58	56	2	97	15	12	19	5	5	2