

Appendix A: Complaints Categorisation and Timeliness Q2 2013/2014

Service	Number	On time	Late	% on time	Service	Policy	Staff	Time taken	Lack of contact	Discrimination
Benefits	3	3	0	100	0	0	1	1	0	1
Community Development	3	3	0	100	3	0	0	0	0	0
Community Safety	2	2	0	100	2	0	0	0	0	0
Customer Services	18	17	1	94.4	12	0	4	2	0	0
Development Management	15	14	1*	93.3	6	8	1	0	0	0
Economic Development	2	2	0	100	2	0	0	0	0	0
Environmental Enforcement**	8	8	0	100	0	2	6	0	0	0
Environmental Health	1	1	0	100	0	1	0	0	0	0
Environmental Services	77	77	0	100	69	3	3	2	0	0
Grounds Maintenance	1	1	0	100	1	0	0	0	0	0
Housing Services**	14	12	2	85.7	7	4	2	0	1	0
Licensing	1	1	0	100	1	0	0	0	0	0
Parking Services	12	12	0	100	5	2	4	1	0	0
Parks and Leisure	7	6	1*	85.7	5	1	1	0	0	0
Revenues	9	9	0	100	7	2	0	0	0	0
Spatial Planning	2	2	0	100	1	1	0	0	0	0
TOTAL	175	170	5	97.1	121	24	22	6	1	1

* These complaints were closed one day out of time due to system error

**One complaint was sent out on time for both of these services, but closed late on the system