

Appendix B: Complaint Handling Satisfaction Q2 2013/2014

Service	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Community Safety	1	0	0	1	0	0
Customer Services	3	0	1	0	1	1
Environmental Enforcement	1	0	0	0	0	1
Environmental Services	18	2	6	1	4	5
Housing	1	0	1	0	0	0
Parking	1	0	0	0	0	1
TOTAL	25	2	8	2	5	8