

## Appendix A: 2013-2014 Quarter 3 Complaints Categorisation and Timeliness

| Service                   | Number     | On time    | Late      | % on time   | Service    | Policy    | Staff     | Time taken | Lack of contact | Discrimination |
|---------------------------|------------|------------|-----------|-------------|------------|-----------|-----------|------------|-----------------|----------------|
| Benefits                  | 2          | 2          | 0         | 100         | 0          | 0         | 1         | 1          | 0               | 0              |
| Bereavement Services      | 3          | 3          | 0         | 100         | 2          | 0         | 1         | 0          | 0               | 0              |
| Council Tax               | 9          | 8          | 1         | 88.9        | 8          | 0         | 0         | 1          | 0               | 0              |
| Customer Services         | 8          | 8          | 0         | 100         | 6          | 0         | 2         | 0          | 0               | 0              |
| Development Management    | 22         | 17         | 5         | 77.3        | 13         | 3         | 3         | 0          | 3               | 0              |
| Economic Development      | 2          | 2          | 0         | 100         | 0          | 2         | 0         | 0          | 0               | 0              |
| Electoral Registration    | 2          | 2          | 0         | 100         | 1          | 0         | 1         | 0          | 0               | 0              |
| Environmental Enforcement | 6          | 5          | 1         | 83.3        | 3          | 0         | 3         | 0          | 0               | 0              |
| Environmental Services    | 53         | 53         | 0         | 100         | 48         | 0         | 2         | 3          | 0               | 0              |
| Finance                   | 1          | 1          | 0         | 100         | 1          | 0         | 0         | 0          | 0               | 0              |
| Grounds Maintenance       | 1          | 1          | 0         | 100         | 1          | 0         | 0         | 0          | 0               | 0              |
| Housing Options           | 16         | 13         | 3         | 81.3        | 8          | 4         | 3         | 0          | 0               | 1              |
| Licensing                 | 1          | 0          | 1         | 0           | 0          | 0         | 1         | 0          | 0               | 0              |
| Parking Services          | 12         | 12         | 0         | 100         | 5          | 1         | 5         | 0          | 0               | 1              |
| Parks and Leisure         | 17         | 14         | 3         | 82.4        | 14         | 1         | 1         | 0          | 1               | 0              |
| Planning Enforcement      | 3          | 3          | 0         | 100         | 1          | 0         | 1         | 0          | 1               | 0              |
| Private Sector Housing    | 2          | 2          | 0         | 100         | 1          | 0         | 1         | 0          | 0               | 0              |
| Spatial Planning          | 1          | 1          | 0         | 100         | 0          | 1         | 0         | 0          | 0               | 0              |
| <b>TOTAL</b>              | <b>161</b> | <b>147</b> | <b>14</b> | <b>91.3</b> | <b>112</b> | <b>12</b> | <b>25</b> | <b>5</b>   | <b>5</b>        | <b>2</b>       |