

Appendix B: 2013-2014 Quarter 3 Complaint Handling Satisfaction Survey Responses

Service	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Benefits	1	1	0	0	0	0
Bereavement Services	3	0	0	0	2	1
Council Tax	4	0	1	0	0	3
Development Management	7	1	1	0	2	3
Economic Development	1	0	0	0	1	0
Environmental Health	1	0	0	0	0	1
Environmental Services	24	6	6	5	0	7
Parking*	2*	1	0	0	0	0
Parks and Leisure	3	0	0	0	1	2
Planning Enforcement	2	0	0	0	2	0
TOTAL	48*	9	8	5	8	17

* One survey for parking services was returned with multiple answers selected. It was not possible to know which answer the respondent intended to give. Therefore the answer to the question on complaint handling satisfaction has not been counted.