

## Appendix E: Quarter 3 2013/2014 Complaints Comparison Figures and Compliments

Service	Number of Complaints Q3 2013/2014	Number of Complaints Year to Date	Number of Complaints Q2 2013/2014	Number of Complaints Q3 2012/2013	Total Number of Complaints for 2012/2013	Compliments Quarter 3 2013/2014
Benefits	2	10	3	6	17	0
Bereavement Services	3	3	0	1	5	0
Council Tax	9	34	9	5	28	1
Customer Services	8	27	18	2	10	3
Development Management	22	48	15	9	40	0
Economic Development	2	5	2	6	52	0
Electoral Registration	2	2	0	2	4	0
Environmental Enforcement	6	21	8	21	49	0
Environmental Services	53	150	77	8	83	12
Finance	1	1	0	0	0	0
Grounds Maintenance	1	3	1	1	3	1
Housing Options	16	43*	14*	14*	55*	0
Licensing	1	2	1	1	1	0
Parking Services	12	34	12	15	47	0
Parks and Leisure	17	28	7	2	15	0
Planning Enforcement	3	5	0	2	9	0
Private Sector Housing*	2	2	-	-	-	0
Spatial Planning	1	3	2	1	5	0

\*Private Sector Housing and Housing Options complaints were counted together until Q3 of 2013/2014. However the majority of complaints have consistently been about Housing Options.