

## Appendix A: 2014-2015 Quarter 1 Complaints Categorisation and Timeliness

Service	Number	On time	Late	% on time	Service	Policy	Staff	Time taken	Lack of contact	Discrimination
Benefits	3	2	1	67%	3	0	0	0	0	0
Bereavement Services	1	1	0	100%	0	0	1	0	0	0
Community Safety	1	1	0	100%	1	0	0	0	0	0
Council Tax	8	8	0	100%	6	1	0	1	0	0
Customer Services	6	6	0	100%	4	0	2	0	0	0
Depot Operations	1	1	0	100%	1	0	0	0	0	0
Development Management	15	14	1	93%	7	3	0	3	2	0
Economic Development	1	1	0	100%	1	0	0	0	0	0
Electoral Registration	8	5	3	63%	5	3	0	0	0	0
Environmental Enforcement	11	11	0	100%	4	6	1	0	0	0
Environmental Services	33	32	1	97%	28	1	3	1	0	0
Finance	1	0	1	0%	1	0	0	0	0	0
Grounds Maintenance	2	2	0	100%	2	0	0	0	0	0
Housing Options	16	14	2	87.5%	11	1	2	2	0	0
Licensing	1	1	0	100%	0	0	1	0	0	0
Market	1	1	0	100%	1	0	0	0	0	0
Parking Services	15	15	0	100%	5	6	3	0	0	1
Parks and Leisure	118	118	0	100%	7	109	0	2	0	0
Planning Enforcement	3	2	1	67%	2	1	0	0	0	0
Policy and Communications	2	2	0	100%	0	2	0	0	0	0
Private Sector Housing	3	2	1	67%	1	0	1	1	0	0
<b>TOTAL</b>	<b>250</b>	<b>239</b>	<b>11</b>	<b>96%</b>	<b>90</b>	<b>133</b>	<b>14</b>	<b>10</b>	<b>2</b>	<b>1</b>