

**Justified/Unjustified Complaints by Service Area 2009/10**

Service Area	Development Control	Refuse & Cleansing	Capita - Benefits	Capita - Call Centre	Capita - Council Tax	Capita - Council Tax	Communities	Customer Services & Recovery	Environmental Health	Forward Planning	Licensing	Property Services	Legal	Economic Regeneration	Total	
Justified	6	2	8	1	4	1	-	-	-	1	-	1	-	1	<b>25</b>	25.3%
Unjustified	11	6	4	2	9	19	7	2	4	-	3	1	2	-	<b>70</b>	70.7%
Partially Justified	1	1	1	-	-	-	-	-	-	-	-	1	-	-	<b>4</b>	4.0%
<b>Total</b>	18	9	13	3	13	20	7	2	4	1	3	3	2	1	<b>99</b>	