

**Justified/Unjustified Complaints by Service Area 2010/11**

Service Area	Building Control	Capita - Benefits	Capita - Council Tax	Capita - Council Tax Recovery	Communities - Area Officers	Customer Services	Development Control	Environmental Health	Legal Services	Licensing	Parks & Open Spaces	Property Services	Refuse & Cleansing	Regeneration	Total		
Justified	-	1	2	-	-	4	-	3	1	-	1	1	-	3	1	17	20.0%
Unjustified	1	5	13	8	2	2	1	8	2	1	1	-	-	12	-	56	65.9%
Partially Justified	-	6	-	-	-	-	-	2	-	-	1	-	2	1	-	12	14.1%
<b>Total</b>	1	12	15	8	2	6	1	13	3	1	3	1	2	16	1	85	