

Committee:	Executive	Agenda Item No.:	5.
Date:	28 th August 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints for the period 1 st April to 30 th June 2012.		
Report by:	Customer Services Support Officer		
Other Officers Involved			
Director	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The effective management of complaints and customer requests is central to excellent customer service. It also provides a good source of information which the Council can use to improve services.

TARGETS

Local performance indicators for handling written complaints and Ombudsman complaints.

VALUE FOR MONEY

A centralised complaints service maximises the use of staffing resources as well as the provision of management information

THE REPORT

To provide information on the number of compliments, comments and complaints for the period 1st April 2012 to 30th June 2012.

Following the Customer Service Excellence recommendation, we have produced a report from the CRM (Customer Relationship Manager) scripts which provides information on Stage one complaints. As such, these have been added to the report along with the departmental breakdown.

Additionally, a departmental breakdown of compliments received has been added to ensure reporting consistency.

Compliments

Table A shows the number of written compliments received for the period. In total 20 written compliments were received (down from the previous quarter when we received 32). A good cross section of compliments received from customers appreciating excellent service, including 6 for the Environmental Health Department and 6 for the Housing Department.

Table B shows the above information by department.

Comments

Table C shows the number of written comments received for the period. All 31 (up from 22 the previous quarter) received were responded to within standard (20 working days). 7 comments were received concerning the grasscutting schedule (which was disrupted by the weather) and a further 6 comments concerned the proposed development of Bolsover.

Table D shows the above information by department.

Service Requests

The table below provides a breakdown of service requests expressing dissatisfaction with the waste collection service, made verbally by customers, and handled by Contact Centres by volume for the period 1st April 2012 to 30th June 2012.

Service Area	01/04/11– 30/06/11	Total
Missed clinical waste collection	33 (12)	33 (12)
Missed domestic or green bin collection	377 (327)	377 (327)
Missed blue box/ burgundy bin collection	112 (98)	112(98)
Total	522 (437)	522 (437)

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 7,667 requests for service in total.

Complaints

Stage one

Table E shows the number of stage one complaints for the period. The customer service standard for responding to Stage one complaints is 3 working days. Please note that due to some technical difficulties the Repairs Section have not been able to update their system with the resolution to some complaints. There will be an update at the next reporting period.

Table F shows the above information by department.

Stage two

Table G shows the number of stage two or written complaints received for the period by date order. 36 complaints were received during this period, slightly down from last quarter in which we received 41 complaints. 35 (97%) were responded to within our customer service standard of 20 working days and one was extended to enable the legal position to be considered. 8 complaints concern outstanding repairs, however the repairs had been done within the timescales specified.

Table H shows the above information by department.

Stage three

Table I shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 10 stage three complaints were received, all were responded to within standard.

Ombudsman

Table J shows the status of Ombudsman complaints for 2012/13 as of 1st August 2012. During this quarter, two formal investigations were received. We received one decision of 'To discontinue investigation as there is no outstanding injustice' for a complaint from the last financial year 2011/12 and have four complaints awaiting a decision from the Ombudsman, two for the last financial year, and two for the period 1st April 2012 to 30th June 2012.

Performance

The target of 97% has been achieved for responding to stage two complaints within 20 working days for the first quarter of 2012/13.

ISSUES/OPTIONS FOR CONSIDERATION

To note the information contained in the report.

IMPLICATIONS

Financial: - None

Legal: - None

HR & Payroll: - None

RECOMMENDATION

That the report be received

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To keep Members informed of volumes and trends regarding compliments, comments, complaints.

ATTACHMENTS: **Y**

Table A: Compliments summary for the period 01/04/12 – 30/06/12

Table B: Compliments summary by department 2012/13

Table C: Comments summary for the period 01/04/12 – 30/06/12

Table D: Comments summary by department 2012/13

Table E: Stage one complaints summary for the period 01/04/12 – 30/06/12

Table F: Stage one complaints summary by department 2012/13

Table G: Stage two complaints summary for the period 01/04/12 – 30/06/12

Table H: Stage two complaints summary by department 2012/13

Table I: Stage three complaints summary for the period 01/04/12 – 30/06/12

Table J: Ombudsman complaints summary for 2012/13

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/04/12 – 30/06/12

Date Received	Area	Summary of Compliment	Departments Involved
02/04/12	Unknown	Thank you to the Tourism department - enjoyed event at Renishaw, found it very useful	Regeneration
03/04/12	South Normanton	Thanks to litter pickers for job done near A 38	Street Services
12/04/12	Pleasley	Thanks to Environmental Health team for dog sign and presence of warden in recreation park	Environmental Health
24/04/12	Pinxton	Thanks to workmen who installed adaptations to property	Housing
20/04/12	New Houghton	Thanks for support given trying to solve situation arisen with neighbour	Environmental Health
26/04/12	Hodthorpe	Thanks to workmen who installed shower, helpful and polite	Housing
03/05/12	Shirebrook	Thanks to everyone involved in residents move from Tarran bungalow to new property	Housing
08/05/12	Clowne	Impressed with bin collections and recycling efforts	Street Services
17/05/12	Creswell	Thanks to handyman, very polite and did brilliant job	Housing
17/05/12	Glapwell	Thanks for help and advice given in relation to plans for extension to property	Regeneration
21/05/12	Unknown	Many thanks for prompt attention to request in relation to monitoring of traffic noise and information from the Planning Department	Planning Customer Services Environmental Health
23/05/12	Unknown	Thanks to team who dealt with customer in relation to pollution service	Environmental Health
30/05/12	South Normanton	Prompt reply from Dog Warden in response to questions about dog chipping	Environmental Health
30/05/12	Tibshelf	Prompt action by Derbyshire County Council in relation to road repairs when handled by 'enquiries' and Contact Centres	Customer Services
25/06/12	Hodthorpe	Speedy removal of flytipping on site in Hodthorpe	Environmental Health
25/06/12	Creswell	Speedy response when lost key to outhouse, thanks to Contact Centre and operative who attended the next day	Customer Services Housing
27/06/12	Creswell	Thanks to the electrician who did a great job on the light fitting, thanks also to the Council for being prompt	Housing
31/05/12	Clowne	Thanks to Customer Advisor for help searching for planning information on CD view	Customer Services
01/06/12	Unknown	Thanks to Lifeline team for all their assistance	Housing
08/06/12	Clowne	Thank you to Bolsover Wellness programme	Leisure

Table B: Compliments Summary by Department 2012/13

Department/Section	01/04/12 – 30/06/12	01/07/12 – 30/09/12	01/10/12– 31/12/12	04/01/13 – 31/03/13	Total
	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments
Customer Services	3				3
Community Services					
Democratic Services					
Environmental Health	6				6
Finance & Revenues					
Housing	6				6
Legal					
Leisure	1				1
Planning	1				1
Regeneration	2				2
Strategy & Performance					
Street Services	2				2
Totals	21				21

Table C: SUMMARY OF COMMENTS 01/04/12 – 30/06/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
03/04/12	Shirebrook	Complaint regarding proposed changes to council's annual leaseholders charge	Housing	03/05/12	20	Council to send out responses to leaseholders, original charge no longer levied and separate invoices raised for ground rent and service charges. Fee is in line with service provided
05/04/12	South Normanton	Unhappy with not being able to use offices on Saturday	Customer Services	04/05/12	19	Rationale for decision to close provided
11/04/12	Unknown	Unhappy that toilets have been removed and that supermarket is being built on Sherwood Lodge site	Regeneration	04/05/12	17	Explanation of toilet closure and new development
26/04/12	Stanfree	Further points raised in relation to response received regarding council tax rebate	Finance & Revenues	23/05/12	18	Advice given in response to original complaint still relevant
01/05/12	Shirebrook	Clean up of area around Brackenridge Estate	Street Services	30/05/12	20	Area to be maintained
02/05/12	Bolsover	Did not receive correspondence in relation to Morrisons meeting and would like to complain about proposed plans for site	Planning Strategy & Performance Regeneration	24/05/12	15	Explanation of the Planning process provided
02/05/12	Shirebrook	Why do newspapers have to be kept separate in burgundy bin when it is all emptied into one vehicle	Street Services	28/05/12	17	Explanation of process of separation of recycle
03/05/12	Barlborough	Wants explanation of which plastics can be recycled	Street Services	29/05/12	18	Explanation of recycle

Table C: SUMMARY OF COMMENTS 01/04/12 – 30/06/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
08/05/12	Unknown	Further comments on removal of toilets on Cavendish Walk and Morrisons development	Planning Strategy & Performance Regeneration	06/06/12	19	Residents are able to object to planning application once received
10/05/12	Bolsover	Unhappy with Morrisons development and not being consulted	Regeneration Planning	24/05/12	10	Explanation of the Planning process
14/05/12	South Normanton	Recycling questions	Street Services	06/06/12	15	Explanation of recycle
16/05/12	South Normanton	Unhappy that the Council are removing one of two green bins	Street Services	14/06/12	19	Explanation of waste collection rounds and weights
17/05/12	Bolsover	Unhappy with siting of petrol station at Morrisons	Regeneration Strategy & Performance	14/06/12	18	Explanation regarding regeneration of town centre
18/05/12	Bolsover	Long queue at Bolsover Contact Centre, still queued for over an hour on return	Customer Services	14/06/12	17	Explanation of current staff resource issues
18/05/12		Unhappy that wife has been refused reduced rate in council tax and is challenging the decision, not aware needed to pay rent on garage site when bought	Housing Finance & Revenues	08/06/12	13	Disabled Relief gone to appeal and explanation of garage site rent given
21/05/12	Creswell	Bin not emptied and unsure what they can put in it	Street Services	12/06/12	14	Explanation of recycle provided
21/05/12	South Normanton	Tidy up area after grass cut	Street Services	06/06/12	10	Explanation of grass cutting procedure
22/05/12	Shirebrook	Grass cutting in area not happening	Street Services Leisure	06/06/12	11	Explanation of grasscutting procedure

Table C: SUMMARY OF COMMENTS 01/04/12 – 30/06/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
30/05/12	Tibshelf	Questions regarding bins & liability if it causes an accident	Street Services	28/06/12	19	Explanation of liability
31/05/12	Bolsover	Further comments about proposed development	Strategy & Performance	02/07/12	20	Confirmed previous answer still correct
06/06/12	Tibshelf	Would like street lights turning off at night	Regeneration	29/06/12	17	Bolsover District Council not consulted and hold no information regarding this matter
06/06/12	Clowne	Does not agree with development of plans for Villa Park Clowne	Planning Legal	02/07/12	18	Clowne Parish Council matters
06/06/12	Bolsover	Grass overgrown in some areas	Street Services	03/07/12	18	Apology and explanation regarding weather delaying cutting
06/06/12	Bolsover	Grass overgrown in some areas	Street Services	03/07/12	18	Apology and explanation regarding weather delaying cutting
07/06/12	Bolsover	Wants floor sealing to prevent ingress of ants	Housing	11/06/12	2	Advised of work to be carried out
07/06/12	Bolsover	Does not agree with development of plans for Sherwood Lodge	Regeneration Strategy & Performance	04/07/12	18	Explanation regarding regeneration of town centre
11/06/12	Creswell	Grass overgrown in some areas	Street Services	06/07/12	19	Apology and explanation regarding weather delaying cutting
12/06/12	Creswell	Would like a copy of access audit report for Creswell Leisure Centre	Leisure	10/07/12	20	Copy of report supplied
14/06/12	Langwith Junction	Questions regarding bins	Street Services	09/07/12	17	Apology and monitoring will take place

Table C: SUMMARY OF COMMENTS 01/04/12 – 30/06/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
22/06/12	Shirebrook	Grass overgrown in some areas	Street Services	06/07/12	10	Apology and explanation regarding weather delaying cutting
25/06/12	Clowne	Linear Park wall damaged	Leisure	11/07/12	12	Wall to be repaired

Table D: Comments Summary by Department 2012/13

Department/Section	01/04/12 – 30/06/12			01/07/12 – 30/09/12			01/10/12– 31/12/12			04/01/13 – 31/03/13			Total		
	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time
Customer Services	2	2											2	2	2
Community Services															
Democratic Services															
Environmental Health															
Finance & Revenues	2	2											2	2	2
Housing	3	3											3	3	3
Legal	1	1											1	1	1
Leisure	3	3											3	3	3
Planning	4	4											4	4	4
Regeneration	7	7											7	7	7
Strategy & Performance	5	5											5	5	5
Street Services	14	14											14	14	14
Total	41	41											41	41	41

Table E: Summary of Stage One Complaints 01/04/12 – 30/06/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Resolved/ Or Progressed to Stage 2 Complaint	No of work days	Remedy
03/04/12	Barlborough	Bin not emptied due to bin lid raised	Street Services	Resolved by Service area 06/04/12	3	Bin would be emptied the following week and side refuse taken
03/04/12	Shirebrook	Tenant fallen on path as in bad state of repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
05/04/12	Whaley Thorns	Black bin had been missed	Street Services	Resolved by Service area 11/05/12	3	Bin emptied following week and side refuse taken
05/04/12	Whaley Thorns	Black bin had been missed	Street Services	Resolved by Service area 11/05/12	3	Bin emptied following week and side refuse taken
05/04/12	Tibshelf	Bin had been missed	Street Services	Resolved by Service Area 12/04/12	4	Bin emptied following week and side refuse taken
12/04/12	Shirebrook	Customer complaining about the treatment from Shirebrook Market Management	Regeneration	Service Area Resolved 13/04/12	2	Spoke to Market Manager and complainant, asked Market Manager to resolve. No further action taken. Market now transferred to Shirebrook Town Council

12/04/12	Shirebrook	Customer complaining about his neighbour's bin being emptied into his. The neighbour has dogs and he does not want dog waste in his bin	Street Services	Resolved by Contact Centre Manager 12/04/12	1	Refuse contacted the customer explained that the original crew know not to do this but it is a different crew this week. Assured customer it would not happen again
13/04/12	Bolsover	Customer complaining that operative was abusive	Street Services	Resolved by Service Area 25/04/12	9	Street Services stated tried to telephone customer no reply and that the customer could not provide registration number so complaint not actioned by service area
13/04/12	Tibshelf	Green bin had been missed.	Street Services	Resolved by Contact Centre Manager 17/04/12	3	Refuse Team to visit customer to resolve problem
13/04/12	Bolsover	Black bin had been missed	Street Services	Resolved by Contact Centre Manager 13/04/12	1	Refuse Team visit customer to assess why this seems to be an ongoing problem
13/04/02	Bramley Vale	Mess left by operatives when carrying out repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
13/04/12	Shirebrook	Water leaking from flat above - reported 20 days ago and still not resolved	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
16/04/12	Stanfree	Black bin had been missed	Street Services	Contact Centre Manager 17/04/12	1	Refuse team returned and emptied missed bin on 20/04/12

17/04/12	Shirebrook	Length of time taken to carry out guttering repairs - water leaking onto neighbours property	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
18/04/12	Bolsover	Customer complaining about the electrical upgrade and the length of time taken for Contractors to respond	Housing	Resolved by Service Area 25/04/12	6	Emailed Contractors for update on work including renew kitchen. Customer informed
18/04/12	Creswell	Repair has been cancelled and put back another month - tenant has had time off work	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
20/04/12	Bolsover	Customer complaining that refuse driver driving dangerously	Street Services	Resolved by Contact Centre Manager 27/04/12	6	Spoke to Refuse and due to the time scales involved difficult to investigate. Customer not made any further contact to submit the details in writing - case closed
20/04/12	Hodthorpe	Council operative ran over and killed customer's cat	Housing	Resolved by Contact Centre Manager 24/04/12	3	Contact Centre Manger contacted repairs team – who were already aware of situation. Repairs contacted customer to discuss the incident
24/04/12	Creswell	Complaining about Grounds Maintenance – standard of grass cutting	Street Services	Resolved by Contact Centre Manager 27/04/12	4	Requested that grass cutting carried out better next time – customer happy with response

25/04/12	Newton	Outhouse roof repair and smell of stagnant water	Housing	Resolved by Service Area 26/04/12	2	Order raised with Contractor to repair roof
26/04/12	South Normanton	Length of time waiting for update on repair	Housing	Resolved by Service Area 26/04/12	1	Passed to Contractors and tenant informed
27/04/12	Glapwell	Complaining that the refund policy for bulky refuse had not been explained fully	Customer Services	Resolved by Contact Centre Manager 27/04/12	1	Refund regarding bulky actioned. Customer happy with outcome
27/04/12	Barlborough	Flooding on front garden	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
02/05/12	South Normanton	Black bin had been missed	Street Services	Resolved by Service Area 03/05/12	2	Street Services resolved bin emptied following week and side refuse taken.
02/05/12	Blackwell	Burgundy bin had been missed	Street Services	Resolved by Contact Centre Manager 03/05/12	2	Arranged for crew to go back following week to empty burgundy bin

08/05/12	Pinxton	Customer complaining that his black bin had been missed on a number of occasions	Street Services	Resolved by Contact Centre Manager 08/05/12	1	Arranged for crew to go back that day to empty black bin due to number of occasions missed
09/05/12	Blackwell	Burgundy bin had been missed	Street Services	Resolved by Contact Centre Manager 09/05/12	1	Arranged for crew to go back following week to empty burgundy bin and take any side waste
09/05/12	Bolsover	Brickwork repair not being carried out for the past 12 months	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
10/05/12	Blackwell	Burgundy bin had been missed	Street Services	Resolved by Service Area 11/05/12	2	Arranged for crew to go back following week to empty burgundy bin and take any side waste
17/05/12	Bolsover	Burgundy bin caddies were being emptied into the refuse lorry	Street Services	Resolved by Contact Centre Manager 18/05/12	2	Manager spoke to refuse section who will address this problem with the Contractors
18/05/12	Bolsover	Black bin operative was abusive	Street Services	Resolved by Service Area 18/05/12	1	Service Area Manager dealt with member of staff on the 18/05/12
19/05/12	Bolsover	Timescale for carrying out shower repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
22/05/12	Newton	Customer complaining that he has not heard anything from Grounds Maintenance with regard to the cutting down of tree	Street Services	Resolved by Contact Centre Manager 28/05/12	5	Manager spoke to Grounds Maintenance who will visit customer to resolve issues

23/05/12	Blackwell	Customer complaining that she had not received a refund from cancelled bulky request	Street Services	Resolved by Contact Centre Manager 24/05/12	2	Bulky refund request confirmed by Service Area Manager refunded and informed customer
24/05/12	Pleasley Vale	Black bin had been missed	Street Services	Resolved by Contact Centre Manager 29/05/12	4	Manager spoke to customer to relay correct bin collection days
26/05/12	South Normanton	Tenant dissatisfied with the newly fitted bath and the workmanship of the repair to tiles	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
31/05/12	Stanfree	Customer complaining with regard to no action being taken with neighbours untidy garden.	Housing	Resolved by Contact Centre Manager 31/05/12	1	Arranged for Ranger to attend and resolve issue
31/05/12	Stanfree	Customer complaining that he has not heard anything from Grounds Maintenance with regard to the cutting down of tree	Street Services	Resolved by Contact Centre Manager 31/05/12	1	Manager spoke to Grounds Maintenance who will contact customer direct to resolve issues
06/06/12	Bolsover	Complaining about attitude of Ranger	Housing	Resolved by Service Area 12/06/12	5	Manager of Service Area explained to customer steps undertaken when they receive a complaint
06/06/12	Creswell	Customer complaining about the driving of the refuse vehicle	Street Services	Resolved by Service Area 08/06/12	3	Drivers reminded about careful driving

06/06/12	Bolsover	Tenant dissatisfied with the work to the dining room ceiling	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
06/06/12	Tibshelf	Tenant dissatisfied with the with standard of work from TIS contractors	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
08/06/12	Whaley Thorns	Black bin missing and has to purchase new one	Street Services	Resolved by Service Area 22/06/12	11	Refuse Co-ordinator explained Council Policy to customer with regard to missing bins
12/06/12	South Normanton	Black bin had been missed	Street Services	Resolved by Service Area 13/06/12	2	Street Services state that bin was not out, confirmed by tracker system
13/06/12	Clowne	Tenant has had time off work and the workmen have not arrived to carry out repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
18/06/12	Shirebrook	Complaining that Grounds Maintenance broke window when cutting lawns	Street Services	Passed to Stage 2 31/07/12	1	Grounds Maintenance state were in area but not at the time the customer stated. Grounds Maintenance not accepting blame on 18/06/12. Passed to Stage 2
19/06/12	Creswell	Black bin had been missed	Street Services	Resolved by Service Area 19/06/12	1	Arranged for crew to go back and empty black bin. Crew returned same day

19/06/12	Shirebrook	Tenant dissatisfied with the repair carried out	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
21/06/12	Whaley Thorns	Black bin had been missed	Street Services	Resolved by Service Area 21/06/12	1	Arranged for crew to go back and empty black bins
22/06/12	Hodthorpe	Tenant reported wall and path outside on several occasions but had no response regarding a repair	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
22/06/02	Clowne	Resident dissatisfied about being woken up before 8am by Council repairs operatives working on neighbouring property	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution
27/06/12	Whitwell	Tenant dissatisfied that her repair had been cancelled and she had rearranged appointments	Housing	Awaiting Service Area Response		Complaint handled by department but no report on resolution

Table F: Stage One Complaints Summary by Department 2012/13

Department/Section	01/04/12 – 30/06/12			01/07/12 – 30/09/12			01/10/12– 31/12/12			04/01/13 – 31/03/13			Total		
	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time	No. of Stage One Complaints	No. Responded to in time	No. responded to out of time
Customer Services	1	1													
Community Services															
Democratic Services															
Environmental Health															
Finance & Revenues															
Housing	22	4*	2*												
Legal															
Leisure															
Planning															
Regeneration	1	1													
Strategy & Performance															
Street Services	28	21	7												
Total	52														

* Technical issues with reporting facility

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
05/04/12	Creswell	Claims complaint letters not responded to, wants compensation due to poor workmanship	Housing Customer Services	20/04/2012	9	Appropriate action taken but service could have been improved if a Contact Centre Manager had been informed of the repeat contact. Kitchen and door on planned works schedule to be fitted June 2012. Council insurers have received claim and will contact complainant direct
10/04/12	Creswell	Landlord not been granted direct payments	Finance & Revenues	02/05/12	16	Explanation of appeals process
17/04/12	Pinxton	Repeatedly asked for bin to be returned to property	Street Services Customer Services	16/05/12	20	Does not fulfil criteria for assisted bin collection
20/04/12	Hardstoft	Awaiting planning application decision, feels it is taking too long	Planning	10/05/12	13	Complex history to site
23/04/12	Bolsover	How the Planning Department have dealt with an application for neighbouring property	Planning	08/05/12	9	Explanation of planning regulations
30/04/12	Clowne	Issues with children's' swimming lessons at Creswell Leisure Centre	Leisure	10/05/12	7	Apology and explanation of how programme works
01/05/12	Warsop Vale	Unhappy with letter sister has received regarding notice of exemption due to being severely mentally impaired	Finance & Revenues	10/05/12	6	Apology for tone of letter. Will speak to providers of the software to try to change, however some wording needs to remain as legislation bound

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
01/05/12	Bolsover	Damp been reported since June 2010 wants work carried out or re-housing	Housing	15/05/12	9	Explanation of work done and planned. Confirmation that housing is allocated in line with policy
02/05/12	Doncaster	Wants a meeting to negotiate council tax liability at a new development	Finance & Revenues Planning	23/05/12	14	Council Tax is payable and not negotiable
03/05/12	Creswell	Claim form for benefits brought into Clowne at beginning of December 2011 and not had response	Finance & Revenues	16/05/12	8	Apology for length of time to process claim, but complex application
09/05/12	Shirebrook	Unhappy with state of ladies changing rooms at Creswell Leisure Centre	Leisure	24/05/12	11	Apology for cleanliness, reminder issued to Leisure Centre staff and explanation of 'pinch points', i.e. high usage time
09/05/12	Creswell	Green bin put out for collection and now either lost or stolen would like replacement	Street Services	28/05/12	13	Second hand replacement bin supplied
09/05/12	Shuttlewood	Problems with neighbours and are thinking of moving out of district	Community Services	24/05/12	11	Explanation of events
10/05/12	Shirebrook	Council property adjoining private property in poor state of disrepair, various issues including drains and rat problems	Housing Environmental Health Regeneration	31/05/12	15	Explanation of actions taken
10/05/12	South Normanton	No response from department regarding wanting their	Housing	01/06/12	16	Housing Needs Officer has spoken to tenant's mother with

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		daughter rehoused to cater for a guide dog				regard to additional information required
10/05/12	Creswell	Complaint against benefits officer and the way the claim has been handled in relation to having their niece stay with them	Finance & Revenues	28/05/12	12	Apology for asking for further information when already received sufficient information to process claim
22/05/12	Sutton-in-Ashfield	Tried to hand back father's keys after he passed away but constant engaged tone for department. Informed Council of death in April but was not given information on how to proceed	Housing Customer Services	15/06/12	16	Apology for distress
22/05/12	Shirebrook	Litter and fly tipping on footpath in Shirebrook and also anti-social behaviour	Community Services Street Services	01/06/12	8	Street Scene Manager arranged with Tenants Association to clear and Street Services to pick up waste
22/05/12	Newton	Unhappy with visit from Street Services team in relation to requesting assisted garden maintenance	Street Services	12/06/12	12	Explanation of criteria and offer of re-visit
24/05/12	Harrogate	Complaint that the Council has chosen in-house services in relation to the tender Tangent Enterprise Centre	Procurement Regeneration	02/07/12	25	Invitation to Tender clearly stated there would be no re-imburement for cost of tendering and formal feedback available through company used in tendering process

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
25/05/12	Barlborough	Complaint arising from Freedom of Information request response relating to street sweeping in Slayley View area	Street Services	26/06/12	20	Explanation of road sweeping main roads
31/05/12	Blackwell	Overgrown trees at neighbouring location	Street Services	02/07/12	20	Trees are the responsibility of Derbyshire County Council
01/06/12	South Normanton	Does not think information provided in Subject Access request is complete	Housing	29/06/12	18	Data Protection response complete, further information relating to the property supplied under Freedom of Information legislation
07/06/12	Bolsover	Believes the land to be developed is designated open space	Legal	04/07/12	18	Explanation about land appropriation
07/06/12	South Normanton	Various repairs to property and wants new kitchen	Housing	04/07/12	18	Repairs done and others to be inspected
08/06/12	Bolsover	Refund not paid immediately	Customer Services Environmental Health	04/07/12	17	Apology for delay to refund pest control charge
12/06/12	Tibshelf	Burgundy bin collection keeps being missed	Street Services	09/07/12	19	Apology for missed bin collections due to ongoing access issues
14/06/12	South Normanton	Non-response from Housing Department	Housing	10/07/12	18	Explanation of job history to date

Table G: Summary of Stage Two Complaints 01/04/12 - 30/06/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
15/06/12	Langwith	Wants recovery action suspending pending appeal	Housing Finance & Revenues	11/07/12	18	Explanation of how housing/ council tax related debt has accrued due to benefit overpayment - dispute over capital
18/06/12	Bolsover	Repeatedly ask for a radiator fitting in the porch	Housing	13/07/12	19	Radiator to be fitted as a pilot scheme to alleviate damp problems
18/06/12	London	Dissatisfied with outcome of a Freedom of Information request	Strategy & Performance	11/07/12	17	Explanation of the timescales for Freedom of Information request requests as defined by legislation
18/06/12	Bolsover	Wants compensation toward flooring - damage caused by leaks	Housing	16/07/12	20	Housing Technical Officer to visit and assess
15/06/12	Blackwell	Would like housing in Blackwell	Housing	11/07/12	18	Explanation of housing allocation system
27/06/12	Bolsover	Condition of land in Bolsover after preliminary dig	Regeneration	20/07/12	17	Explanation regarding regeneration for town centre
27/06/12	Creswell	Neighbour's unwanted green bin holding hay and food for animals taken back by Street Services	Street Services	20/07/12	17	Should not use bin as a storage facility
27/06/12	Shirebrook	Feels InTouch article inaccurate with regard to Council Tax Freeze	Strategy & Performance	25/07/12	20	Explanation of all actions taken

Table H - Complaints (Stage 2) Summary by Department 2012/13

Department/Section	01/04/12– 30/06/12			01/07/12– 30/09/12			01/10/12 31/12/12			04/01/13– 31/03/13			Total 2012/13		
	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time
Customer Services	4	4													
Community Services	2	2													
Democratic Services															
Environmental Health	2	2													
Finance & Revenues	6	6													
Housing	12	12													
Legal	2	1	1*												
Leisure	2	2													
Planning	3	3													
Procurement	1	1													
Regeneration	3	3													
Strategy & Performance	2	2													
Street Services	8	8													
Total	47	46	1*												

* Holding letter sent to allow consideration by the Legal Department

Table I: Summary of Stage Three Complaints 01/04/12– 30/06/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
03/04/2012	Bolsover	Not happy with the information provided in Stage 2 response in relation to repairs at the property	Housing	03/05/2012	1	Apology for confusion arisen in relation to information provided in Stage 2 response. Should have been notified that work had been completed
12/04/12	Bolsover	Not had updated information in relation to repairs to property	Housing	10/05/12	20	Explanation of actions taken to date
20/04/12	Pinxton	Continuing problems with condensation and issues in relation to communal area	Housing	11/05/12	14	Initially waiting for a part and now completed. Two extractor fans fitted to combat condensation and damp. Decoration to communal area to be completed within next few weeks
14/05/12	Clowne	Does not agree that housing application was not suspended as a result of the Housing Department error	Housing	31/05/12	12	Re-iterated advice given in Stage 2 response still correct, application remains suspended but not as a result of reminder to send in application form
14/05/12	Clowne	Wants an extension to the Discretionary Housing Allowance due to changes in benefit legislation	Finance & Revenues	31/05/12	12	Re-iterated advice given in Stage 2 response still correct, discretionary housing allowance only intended to be a short term payment
16/05/12	Bolsover	Not happy with Stage 2 response in relation to damp and condensation at property	Housing	14/06/12	19	Re-iterated advice given in Stage Two and also advised further work to be carried out by contractors to affected wall

Table I: Summary of Stage Three Complaints 01/04/12– 30/06/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
17/05/12	Clowne	Would like all parents to be consulted prior to children's swimming lessons being arranged at Creswell Leisure Centre	Leisure	01/06/12	7	Re-iterated advice given in Stage 2 response still correct
29/05/12	Doncaster	Wants reduction in his company's liability for Council tax on development	Finance & Revenues	28/06/12	20	Explanation of Council tax liability and the need to pay as soon as possible to avoid further recovery action
06/06/12	Bolsover	Not happy with resolution from Street Services regarding grasscutting to open plan area	Housing Street Services	04/07/12	20	Grounds maintenance for this area to be reviewed
07/06/2012	Nottingham	Still not happy with response to his Subject Access request – believes information can be extracted in relation to CAN Ranger job	ICT Strategy & Performance	05/07/12	20	Advice given in Stage Two response re-iterated – no further information held

Table J: Summary of Ombudsman Complaints 2012/13

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
22/12/11	Clowne	Says council refusing to re-house him as he has arrears from former tenancy. But tenant denies this as he does not agree with paying the four weeks notice period	Housing	20/01/12 & 28/03/12	22	22/05/2012	To discontinue investigation as there is no outstanding injustice
09/03/12	Clowne	Informal - Questions in relation to Disability Facilities Grant	Environmental Health	20/03/12	11	22/06/2012	Not to initiate an investigation (formerly Ombudsman's Discretion) - finds no evidence of maladministration by the council
13/03/12	Shirebrook	Feels BDC have failed to take action to prevent flooding on his street. Claims BDC and DCC are trying to lay responsibility with the other Further information requested 14/5/12	Regeneration	23/03/2012 12/6/12	10		Awaiting decision
17/01/12	Whitwell	Complaint against council's failure either to adapt his former flat or move him somewhere more appropriate within a reasonable timescale Further information requested 9/5/12	Housing	15/02/2012 22/5/12	29		Awaiting decision

Table J: Summary of Ombudsman Complaints 2012/13

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
08/06/12	Barlborough	Council Tax arrears led to resident facing bankruptcy	Revenues & Finance	02/07/12	24		Awaiting decision
14/06/12	Bolsover	Would like compensation for taking a day off work to await contractor to carry out repair	Housing	09/07/12	23		Awaiting decision