

|                           |   |                  |      |
|---------------------------|---|------------------|------|
| Committee:                | Executive   | Agenda Item No.: | 8.   |
| Date:                     | 19 <sup>th</sup> November 2012                              | Status           | Open |
| Category                  | 3. Part of the Budget and Policy Framework                  |                  |      |
| Subject:                  | Compliments, Comments, Complaints                           |                  |      |
| 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 1<sup>st</sup> July 2012 to 30<sup>th</sup> September 2012.

The report includes information regarding Stage one complaints with an update from the previous quarter which was incomplete due to technical issues.

## Compliments

Table A shows the number of written compliments received for the period. In total 42 written compliments were received (up from the previous quarter when we received 20). 14 compliments were received for the Leisure Department, 13 of which were in relation to the Olympic Torch event.

Table B shows the above information by department.

## Comments

Table C shows the number of written comments received for the period. All 12 received were responded to within standard (20 working days). There were no trends for this quarter.

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 1<sup>st</sup> July 2012 to 30<sup>th</sup> September 2012.

| <b>Service Area</b>                      | <b>01/04/12–<br/>30/06/12</b> | <b>01/07/12–<br/>30/09/12</b> | <b>Total</b>     |
|--|-------------------------------|-------------------------------|------------------|
| Missed clinical waste collection         | 33 (12)                       | 13 (6)                        | 46 (18)          |
| Missed domestic or green bin collection  | 377 (327)                     | 270 (235)                     | 647 (562)        |
| Missed blue box/ burgundy bin collection | 112 (98)                      | 151 (138)                     | 263 (236)        |
| <b>Total</b>                             | <b>522 (437)</b>              | <b>434 (379)</b>              | <b>956 (816)</b> |

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 7,498 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 updated information is included for quarter 1 which was not originally provided due to technical difficulties.

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. 73 complaints were received during this period, up from last quarter in which we received 36 complaints. All (100%) were responded to within our customer service standard of 20 working days. 24 complaints were received for the Planning Department, 11 of which are around the proposed development in Bolsover, and 17 were received for the Finance & Revenues Department, 9 of which were Housing and Council Tax benefit related.

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 9 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 25<sup>th</sup> October 2012. During this quarter, one informal and four formal investigations were received, all were responded to within the Local Government Ombudsman's standard of 28 calendar days. We received two decisions of 'To discontinue investigation as there is no outstanding injustice' and one of 'Not to initiate an investigation'. We have three complaints awaiting a decision from the Ombudsman.

## Performance

The target of 100% has been achieved for responding to stage two complaints within 20 working days for the second quarter of 2012/13.

## **ISSUES/OPTIONS FOR CONSIDERATION**

None

## **IMPLICATIONS**

Financial: - None

Legal: - None

HR & Payroll: - None

**RECOMMENDATION(S)**

**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 01/07/12 – 30/09/12

Table B: Compliments summary by department 2012/13

Table C: Comments summary for the period 01/07/12 – 30/09/12

Table D: Comments summary by department 2012/13

Table E: Stage one complaints summary for the period 01/07/12 – 30/09/12

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

Table G: Stage two complaints summary for the period 01/07/12 – 30/09/12

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

Table I: Stage three complaints summary for the period 01/07/12 – 30/09/12

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**

| <b>Date Received</b> | <b>Area</b>     | <b>Summary of Compliment</b>  | <b>Departments Involved</b>               |
|----------------------|-----------------|---|---|
| 03/07/12             | Shirebrook      | Bolsover Olympic Torch event - wonderful day  | Leisure                                   |
| 03/07/12             | Bolsover        | Bolsover Olympic Torch event - fabulous   | Leisure                                   |
| 03/07/12             | Bolsover        | Bolsover Olympic Torch event - delightful   | Leisure                                   |
| 03/07/12             | Bolsover        | Bolsover Olympic Torch event - fabulous   | Leisure                                   |
| 03/07/12             | Creswell        | Bolsover Olympic Torch event - magnificent  | Leisure                                   |
| 03/07/12             | Shirebrook      | Excellent service getting neighbour to clear garden of dog fouling                          | Environmental Health                      |
| 03/07/12             | Bolsover        | Bolsover Olympic Torch event - enormous effort by everyone ensured a fabulous enjoyable day | Leisure                                   |
| 04/07/12             | Stoke on Trent  | Bolsover Olympic Torch event - wonderful day and wonderful staff                            | Leisure                                   |
| 04/07/12             | Bolsover        | Bolsover Olympic Torch event - fantastic  | Leisure                                   |
| 04/07/12             | Matlock         | Reprographics do a fantastic job (external work)  | Strategy & Performance                    |
| 10/07/12             | Shirebrook      | Bolsover Olympic Torch event - fantastic  | Leisure                                   |
| 10/07/12             | Nottingham      | Bolsover Olympic Torch event - fantastic  | Leisure                                   |
| 12/07/12             | Shirebrook      | Operatives who attended emergency repair were great   | Housing                                   |
| 13/07/12             | South Normanton | Bulky waste - exceptional customer service by Customer Advisor and waste operatives         | Customer Services<br>Streetscene Services |
| 16/07/12             | Bolsover        | Bolsover Olympic Torch event - fantastic - best day ever                                    | Leisure                                   |
| 16/07/12             | Bolsover        | Bolsover Olympic Torch event everything turned out well                                     | Leisure                                   |
| 16/07/12             | Bolsover        | Bolsover Olympic Torch event really enjoyed the event                                       | Leisure                                   |
| 20/07/12             | Pleasley        | Thanks to the operatives who cleaned up dog fouling   | Streetscene Services                      |
| 31/07/12             | Creswell        | Thank you, skip removed and dog not seen roaming  | Customer Services<br>Environmental Health |
| 01/08/12             | Shirebrook      | Thanks to the Environmental Health Department for removal of dead rat from driveway         | Environmental Health                      |
| 02/08/12             | Whitwell        | Thank you to Mobile Warden for coming to their aid when fallen                              | Housing                                   |
| 03/08/12             | Bolsover        | Thanks to the Handy Man - professional and courteous  | Environmental Health                      |
| 09/08/12             | Clowne          | Good job done by Grounds Maintenance operatives cutting grass verges                        | Streetscene Services                      |
| 10/08/12             | Bolsover        | Good job done by Grounds Maintenance operatives cutting grass verges                        | Streetscene Services                      |
| 10/08/12             | Bolsover        | Good job done by Grounds Maintenance operatives cutting grass verges                        | Streetscene Services                      |

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

| <b>Date Received</b> | <b>Area</b>     | <b>Summary of Compliment</b>  | <b>Departments Involved</b>             |
|----------------------|-----------------|---|---|
| 15/08/12             | London          | Efficient and helpful response to FOI request   | Strategy & Performance                  |
| 16/08/12             | Shirebrook      | Nuisance behaviour improved   | Customer Services<br>Community Services |
| 16/08/12             | Whitwell        | Thank you to Warden Control for sending someone to his aid when fallen  | Housing                                 |
| 17/08/12             | Bolsover        | Thanks to recycling service for taking all cardboard waste after furniture delivery   | Streetscene Services                    |
| 20/08/12             | Clowne          | Thanks for quick response to re-arrange appointment for regeneration work   | Regeneration<br>Customer Services       |
| 20/08/12             | Tibshelf        | Thanks for involvement with service request to Derbyshire County Council  | Customer Services                       |
| 21/08/12             | Newton          | Thank you to engineers who did a fantastic job on the drains  | Regeneration                            |
| 30/08/12             | South Normanton | Thank you to Handy Man for work around smoke alarms - very polite and helpful   | Environmental Health                    |
| 06/09/12             | Clowne          | Thank you to Mobile Warden for support  | Housing                                 |
| 05/09/12             | Shirebrook      | Good job done by Grounds Maintenance operatives cutting lawns   | Streetscene Services                    |
| 17/09/12             | Sheffield       | Thanks to Housing Department (wardens) for help and support provided to her friend  | Housing                                 |
| 11/09/12             | Clowne          | Wall repaired efficiently   | Leisure                                 |
| 14/09/12             | Pinxton         | Thanks for assistance in handover of building   | Planning                                |
| 18/09/12             | Durham          | Thanks to dog warden for being helpful with regard to getting medication for dog  | Environmental Health                    |
| 20/09/12             | New Houghton    | Thank you for new door to bungalow  | Housing<br>Regeneration                 |
| 21/09/12             | Clowne          | Thank you to repairs operative who attended and fixed her shower, pleasure to have in her home and impressed he used overshoes to enter the house | Housing                                 |
| 25/09/12             | Bolsover        | Thank you to benefits staff for sorting out housing benefit so quickly, kind and efficient worker   | Finance & Revenues                      |

**Table B: Compliments Summary by Department 2012/13**

| <b>Department/Section</b>         | <b>01/04/12 –<br/>30/06/12</b> | <b>01/07/12 –<br/>30/09/12</b> | <b>01/10/12–<br/>31/12/12</b> | <b>04/01/13 –<br/>31/03/13</b> | <b>Total</b>                  |
|-----------------------------------|--------------------------------|--------------------------------|-------------------------------|--------------------------------|-------------------------------|
|                                   | <b>No. of<br/>Compliments</b>  | <b>No. of<br/>Compliments</b>  | <b>No. of<br/>Compliments</b> | <b>No. of<br/>Compliments</b>  | <b>No. of<br/>Compliments</b> |
| <b>Customer Services</b>          | 3                              | 5                              |                               |                                | 8                             |
| <b>Community Services</b>         |                                | 1                              |                               |                                | 1                             |
| <b>Democratic Services</b>        |                                |                                |                               |                                |                               |
| <b>Environmental Health</b>       | 6                              | 6                              |                               |                                | 12                            |
| <b>Finance &amp; Revenues</b>     |                                | 1                              |                               |                                | 1                             |
| <b>Housing</b>                    | 6                              | 7                              |                               |                                | 13                            |
| <b>Legal</b>                      |                                |                                |                               |                                |                               |
| <b>Leisure</b>                    | 1                              | 14                             |                               |                                | 15                            |
| <b>Planning</b>                   | 1                              | 1                              |                               |                                | 2                             |
| <b>Regeneration</b>               | 2                              | 2                              |                               |                                | 4                             |
| <b>Strategy &amp; Performance</b> |                                | 2                              |                               |                                | 2                             |
| <b>Streetscene Services</b>       | 2                              | 7                              |                               |                                | 9                             |
| <b>Totals</b>                     | <b>21</b>                      | <b>46</b>                      |                               |                                | <b>67</b>                     |

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

| <b>Date Received</b> | <b>Area</b>     | <b>Summary of Comment</b>  | <b>Departments Involved</b>   | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Summary of Response</b>   |
|----------------------|-----------------|--|-------------------------------|---------------------------|------------------------|--|
| 04/07/12             | Shirebrook      | Council Tax increase   | Finance & Revenues            | 26/07/12                  | 16                     | Increase in Council Tax is due to Town Council precept                               |
| 04/07/2012           | Chesterfield    | Does not agree with development of plans for Sherwood Lodge                              | Regeneration                  | 26/07/12                  | 16                     | Explanation regarding regeneration to town centre                                    |
| 20/07/12             | Langwith        | Does not agree with decision for Langwith to remain part of Scarcliffe Parish            | Democratic Services           | 10/08/12                  | 15                     | Explanation of Governance review   |
| 20/07/12             | Bolsover        | Further comments about tenants getting repairs done                                      | Housing                       | 23/07/12                  | 1                      | Information about other tenants cannot be divulged                                   |
| 06/08/12             | Newton          | Wants a skate park as older children putting younger ones off using the one at Blackwell | Community Services            | 07/09/12                  | 20                     | No funding for a skate park - any instances of anti-social behaviour can be reported |
| 13/08/12             | Bolsover        | Refuse team ask for bin to be put out at designated collection point                     | Streetscene Services          | 17/08/12                  | 4                      | Explanation of amendment to rounds   |
| 23/08/12             | Hillstown       | Storm drain flooding and repeatedly reported to Bolsover District Council                | Regeneration                  | 07/09/12                  | 10                     | Derbyshire County Council responsibility   |
| 24/08/12             | South Normanton | Wants void property to go to a responsible tenant  | Housing                       | 31/08/12                  | 4                      | Explanation of allocations policy  |
| 28/08/12             | Bolsover        | Wants to know if safe to visit the Lodge at night  | Regeneration                  | 18/09/12                  | 15                     | Fencing to be taken down now that the land has been checked                          |
| 29/08/12             | Shirebrook      | Brackenbridge estate - land still not tidy   | Streetscene Services          | 18/09/12                  | 14                     | Area not under Bolsover District Council ownership or responsibility to maintain     |
| 06/09/12             | Whitwell        | Not happy with service charge  | Housing<br>Finance & Revenues |                           | 17                     | Apology for wrong calculation advice in letter and explanation of charges            |



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

| <b>Date Received</b> | <b>Area</b> | <b>Summary of Comment</b>   | <b>Departments Involved</b> | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Summary of Response</b>                             |
|----------------------|-------------|---|-----------------------------|---------------------------|------------------------|--|
| 17/09/12             | Stanfree    | Further suggestions to Stage<br>Two complaint regarding<br>early morning swim at<br>Creswell Leisure Centre | Leisure                     |                           | 11                     | Further comments noted for when<br>reviewing publicity |

**Table D: Comments Summary by Department 2012/13**

| <b>Department/Section</b>         | <b>01/04/12 – 30/06/12</b> |                                 |                                     | <b>01/07/12 – 30/09/12</b> |                                 |                                     | <b>01/10/12– 31/12/12</b> |                                 |                                     | <b>04/01/13 – 31/03/13</b> |                                 |                                     | <b>Total</b>           |                                 |                                     |
|-----------------------------------|----------------------------|---------------------------------|-------------------------------------|----------------------------|---------------------------------|-------------------------------------|---------------------------|---------------------------------|-------------------------------------|----------------------------|---------------------------------|-------------------------------------|------------------------|---------------------------------|-------------------------------------|
|                                   | <b>No. of Comments</b>     | <b>No. Responded to in time</b> | <b>No. responded to out of time</b> | <b>No. of Comments</b>     | <b>No. Responded to in time</b> | <b>No. responded to out of time</b> | <b>No. of Comments</b>    | <b>No. Responded to in time</b> | <b>No. responded to out of time</b> | <b>No. of Comments</b>     | <b>No. Responded to in time</b> | <b>No. responded to out of time</b> | <b>No. of Comments</b> | <b>No. Responded to in time</b> | <b>No. responded to out of time</b> |
| <b>Customer Services</b>          | <b>2</b>                   | <b>2</b>                        |                                     |                            |                                 |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>2</b>               | <b>2</b>                        |                                     |
| <b>Community Services</b>         |                            |                                 |                                     | <b>1</b>                   | <b>1</b>                        |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>1</b>               | <b>1</b>                        |                                     |
| <b>Democratic Services</b>        |                            |                                 |                                     | <b>1</b>                   | <b>1</b>                        |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>1</b>               | <b>1</b>                        |                                     |
| <b>Environmental Health</b>       |                            |                                 |                                     |                            |                                 |                                     |                           |                                 |                                     |                            |                                 |                                     |                        |                                 |                                     |
| <b>Finance &amp; Revenues</b>     | <b>2</b>                   | <b>2</b>                        |                                     | <b>2</b>                   | <b>2</b>                        |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>4</b>               | <b>4</b>                        |                                     |
| <b>Housing</b>                    | <b>3</b>                   | <b>3</b>                        |                                     | <b>3</b>                   | <b>3</b>                        |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>6</b>               | <b>6</b>                        |                                     |
| <b>Legal</b>                      | <b>1</b>                   | <b>1</b>                        |                                     |                            |                                 |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>1</b>               | <b>1</b>                        |                                     |
| <b>Leisure</b>                    | <b>3</b>                   | <b>3</b>                        |                                     | <b>1</b>                   | <b>1</b>                        |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>4</b>               | <b>4</b>                        |                                     |
| <b>Planning</b>                   | <b>4</b>                   | <b>4</b>                        |                                     |                            |                                 |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>4</b>               | <b>4</b>                        |                                     |
| <b>Regeneration</b>               | <b>7</b>                   | <b>7</b>                        |                                     | <b>3</b>                   | <b>3</b>                        |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>10</b>              | <b>10</b>                       |                                     |
| <b>Strategy &amp; Performance</b> | <b>5</b>                   | <b>5</b>                        |                                     |                            |                                 |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>5</b>               | <b>5</b>                        |                                     |
| <b>Streetscene Services</b>       | <b>14</b>                  | <b>14</b>                       |                                     | <b>2</b>                   | <b>2</b>                        |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>16</b>              | <b>16</b>                       |                                     |
| <b>Total</b>                      | <b>41</b>                  | <b>41</b>                       |                                     | <b>13</b>                  | <b>13</b>                       |                                     |                           |                                 |                                     |                            |                                 |                                     | <b>54</b>              | <b>54</b>                       |                                     |

| <b>Table E: Summary of Stage One Complaints 01/04/12 – 30/06/12 updates</b> |              |  |                             |  |                        |  |
|---|--------------|--|-----------------------------|--|------------------------|--|
| <b>Date Received</b>  | <b>Area</b>  | <b>Summary of Complaint</b>  | <b>Departments Involved</b> | <b>Date Resolved/ Or Progressed to Stage 2 Complaint</b> | <b>No of work days</b> | <b>Remedy</b>  |
| 03/04/12  | Shirebrook   | Tenant fallen on path as in bad state of repair  | Housing                     | Resolved by Service Area 12/04/12                        | 7                      | Arranged for job to be completed by 12/04/12.  |
| 13/04/02  | Bramley Vale | Mess left by operatives when carrying out repair   | Housing                     | Resolved by Service Area 13/04/12                        | 1                      | Contractors carried out temporary repair and resolved issues until repair can be completed.  |
| 13/04/12  | Shirebrook   | Water leaking from flat above - reported 20 days ago and still not resolved                  | Housing                     | Resolved by Service Area 13/04/12                        | 1                      | Emergency Raised and resolved with tenant.   |
| 17/04/12  | Shirebrook   | Length of time taken to carry out guttering repairs - water leaking onto neighbours property | Housing                     | Resolved by Service Area 17/04/12                        | 1                      | Scaffolding required for work on gable end. Delay in timescales due to inclement weather. Tenant informed work completed 12/07/12. |
| 18/04/12  | Creswell     | Repair has been cancelled and put back another month - tenant has had time off work          | Housing                     | Resolved by Service Area 18/04/12                        | 1                      | Job completed on the 18/04/12 resolved with tenant.  |
| 27/04/12  | Barlborough  | Flooding on front garden   | Housing                     | Resolved by Service Area 27/04/12                        | 1                      | Manager visited. Stated water table problem.   |
| 09/05/12  | Bolsover     | Brickwork repair not being carried out for the past 12 months                                | Housing                     | Resolved by Service Area 14/5/12                         | 4                      | Order raised with regard to complaint.   |
| 19/05/12  | Bolsover     | Timescale for carrying out shower repair   | Housing                     | Resolved by Service Area 01/06/12                        | 10                     | Order raised for Electrician   |

|          |                 |  |         |                                      |    |  |
|----------|-----------------|--|---------|--------------------------------------|----|--|
| 26/05/12 | South Normanton | Tenant dissatisfied with the newly fitted bath and the workmanship of the repair to tiles                            | Housing | Resolved by Service Area 26/05/12    | 1  | Inspection raised and work carried out on the 01/08/12 |
| 06/06/12 | Bolsover        | Tenant dissatisfied with the work to the dining room ceiling   | Housing | Resolved by Service Area 03/08/12/12 | 41 | Order raised to plaster ceiling                        |
| 06/06/12 | Tibshelf        | Tenant dissatisfied with the with standard of work from TIS contractors  | Housing | Resolved by Service Area 06/06/12    | 1  | Referred to Property Services.                         |
| 13/06/12 | Clowne          | Tenant has had time off work and the workmen have not arrived to carry out repair                                    | Housing | Resolved by Service Area 13/06/12    | 1  | Carded by operative due to non access.                 |
| 19/06/12 | Shirebrook      | Tenant dissatisfied with the repair carried out  | Housing | Resolved by Service Area 19/06/12    | 1  | Passed to Contractors, customer informed.              |
| 22/06/12 | Hodthorpe       | Tenant reported wall and path outside on several occasions but had no response regarding a repair                    | Housing | Resolved by Service Area 22/06/12    | 1  | Advised customer work carried out last year in 2011.   |
| 22/06/02 | Clowne          | Resident dissatisfied about being woken up before 8am by Council repairs operatives working on neighbouring property | Housing | Resolved by Service Area 22/06/12    | 1  | Work carried out in June 12                            |

|          |          |  |         |                                   |   |   |
|----------|----------|--|---------|-----------------------------------|---|---|
| 27/06/12 | Whitwell | Tenant dissatisfied that her repair had been cancelled and she had rearranged appointments | Housing | Resolved by Service Area 04/07/12 | 6 | Appointment booked for job to be carried out on the 04/07/12. |
|----------|----------|--|---------|-----------------------------------|---|---|

**Table E: Summary of Stage One Complaints 01/07/12 – 30/09/12**

|          |              |  |                      |   |    |  |
|----------|--------------|--|----------------------|---|----|--|
| 02/07/12 | Tibshelf     | Requesting new kitchen as other tenants having kitchens fitted.  | Housing              | Resolved by Service Area 04/07/12           | 3  | Order raised for new worktops as kitchen was new when tenant moved in.                                 |
| 02/07/12 | Bolsover     | Complaint with regard to leaking windows and cracked brickwork.  | Housing              | Resolved by Service Area 10/07/12           | 7  | Co-ordinator informed customer that a Structural Survey would be carried out to try and resolve issue. |
| 04/07/12 | Shirebrook   | Customer complaining that he has not had a burgundy bin delivered.                                       | Streetscene Services | Resolved by Contact Centre Manager 05/07/12 | 2  | Arranged for Contractors to deliver burgundy bin to customer.  |
| 10/07/12 | Newton       | Complaining that repair work is out of time.   | Housing              | Resolved by Service Area 02/08/12           | 18 | New gate fitted on 05/07/12 however poor quality. Free gate fitted by Travis Perkins 02/08/12.         |
| 11/07/12 | New Houghton | Complaint regarding Contractor Evendine, who asked too many personal questions and made her feel uneasy. | Housing              | Resolved by Service Area 13/07/12           | 3  | Co-ordinator informed Contractors who apologised to tenant.  |
| 11/07/12 | Bolsover     | Complaint regarding air vent fitted by Contractors.  | Housing              | Resolved by Service Area 22/10/12           | 52 | Co-ordinator arranged visit with Contractor and tenant to try and resolve issue.                       |

|          |                 |   |                      |   |                   |  |
|----------|-----------------|---|----------------------|---|-------------------|--|
| 16/07/12 | Glapwell        | Complaint in regard of Refuse drive reversing wagon damaging grass verge.           | Streetscene Services | Resolved by Service Area 24/07/12           | 7                 | Site Supervisor to visit and address the problems.   |
| 16/07/12 | South Normanton | Weeds that are overgrown.   | Streetscene Services | Awaiting Service Area Response              |                   | Complaint handled by department but no report on resolution  |
| 17/07/12 | Hardstoft       | Complaining about the state of the hedge near bus stop.                             | Streetscene Services | Resolved by Service Area 29/08/12           | 31                | Referred to DCC advised customer - DCC responsibility  |
| 18/07/12 | Whitwell Common | Customer complaining that bin was not fully emptied.                                | Streetscene Services | Resolved by Contact Centre Manager 25/07/12 | 5                 | Arranged for bin crew to return and empty bin.   |
| 20/07/12 | Bolsover        | Complaint regarding guttering and water ingress.                                    | Housing              | Resolved by Service Area 31/07/12           | 8                 | Co-ordinator arranged for job to be carried out on the 09/08/12 tenant informed.                       |
| 24/07/12 | Whitwell Common | Customer complaining that bin was not fully emptied.                                | Streetscene Services | Resolved by Contact Centre Manager 25/07/12 | 2                 | Arranged for green bin to be emptied on the black bin collection day.                                  |
| 26/07/12 | Carr Vale       | Customer complaint with regard to member of staff in Recovery                       | Finance & Revenues   | Passed to Billing & Recovery Manager        | Unable to Resolve | Billing & Recovery Manager left messages on customer answer phone but customer did not make contact.   |
| 27/07/12 | Shirebrook      | Customer complaining that the assisted green bin is not taken back to its location. | Streetscene Services | Resolved by Contact Centre Manager 30/07/12 | 2                 | Placed job on CRM to inform refuse crews that the assisted bin needs to be taken back to its location. |
| 27/07/12 | Shirebrook      | Customer complaint regarding missed black bin.                                      | Streetscene Services | Resolved by Service Area 01/08/12           | 4                 | Arranged for Crew to empty missed bin.   |
| 30/07/12 | South Normanton | Customer complaint with regard to bulky refuse refund.                              | Streetscene Services | Resolved by Contact Centre Manager 31/07/12 | 2                 | Spoke to Refuse - procedure altered. Customer fully refunded.  |

|          |                 |   |                      |   |    |   |
|----------|-----------------|---|----------------------|---|----|---|
| 30/07/12 | Creswell        | Customer complaint in regard to House Clearance.  | Streetscene Services | Resolved by Service Area 01/08/12           | 3  | Arranged for crew to clear remaining House Clearance.   |
| 01/08/12 | Clowne          | Complaint regarding maintenance of grass verge.   | Streetscene Services | Resolved by Service Area 23/08/12           | 17 | Co-ordinator visited customer to resolve issues regarding the grass verge customer.   |
| 08/08/12 | Clowne          | Complaining that one off cut not carried out chased up on two occasions                     | Streetscene Services | Resolved by Service Area 10/08/12           | 2  | Co-ordinator requested Grounds Maintenance Team to address as soon as possible. Programmed for 2 weeks time, customer informed. |
| 02/08/12 | Glapwell        | Complaint with regard to grass verges not being cut.  | Streetscene Services | Resolved by Contact Centre Manager 03/08/12 | 2  | Manager arranged for Grounds Maintenance to go back on the next day to cut grass verge.   |
| 07/08/12 | Westhouses      | Customer complaint regarding Revenues staff not supplying the information he is requesting. | Finance & Revenues   | Resolved by Service Area 09/08/12           | 3  | Wrong advice given previously by Council Tax. Customer advised of correct information.  |
| 10/08/12 | Glapwell        | Complaint regarding new doors that have been fitted but has no number on the door.          | Regeneration         | Resolved by Contact Centre Manager 10/08/12 | 1  | Arranged for Contractors to fit number to doors.  |
| 10/08/12 | Bolsover        | Complaint regarding missed bin and bin not being returned to correct location.              | Streetscene Services | Resolved by Service Area 15/08/12           | 4  | Arranged for crew to empty missed bin and advised on how to present bin for collection.   |
| 16/08/12 | Stainsby Common | Complaint regarding the driving of the refuse vehicle.                                      | Streetscene Services | Resolved by Service Area 17/08/12           | 2  | Crew informed of nature of complaint - however details and description do not match the crew in that area.                      |

|          |            |  |                      |   |    |   |
|----------|------------|--|----------------------|---|----|---|
| 20/08/12 | Tibshelf   | Complaint regarding the maintenance of the churchyard.                                 | Streetscene Services | Resolved by Service Area 23/08/12           | 4  | Redirected to Shaw Trust workforce. Work inspected and winter work identified. Customer contacted with regard to schedule.        |
| 23/08/10 | Creswell   | Complaint regarding missed bulky collection.   | Streetscene Services | Resolved by Contact Centre Manager 23/08/12 | 1  | Arranged for crew to carry out bulky collection on next collection day.   |
| 24/08/12 | Clowne     | Complaining that black bin was not emptied.  | Streetscene Services | Resolved by Service Area 28/08/12           | 3  | Arranged for bin crew to empty on next green and burgundy collection day.   |
| 29/08/12 | Langwith   | Complaint regarding how the contractors have removed the scaffolding from her property | Housing              | Resolved by Service Area 09/10/12           | 30 | Emergency & Responsive Manager investigated, then visited customer to apologise.  |
| 31/08/12 | Hilcote    | Complaint regarding overgrown tree   | Streetscene Services | Awaiting Service Area Response              |    | Complaint handled by department but no report on resolution   |
| 21/09/12 | Whaley     | Complaint with regard to missed black bin.   | Streetscene Services | Resolved by Service Area 27/09/12           | 5  | Service area unable to contact customer left message on answer phone as customer is leaving the wrong bin out on collection days. |
| 04/07/12 | Shirebrook | Customer complaining that he has not had a burgundy bin delivered.                     | Streetscene Services | Resolved by Contact Centre Manager 05/07/12 | 2  | Arranged for Contractors to deliver burgundy bin to customer.   |



**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                        |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              | 1                           | 1                        |                              |
| Community Services     |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |
| Democratic Services    |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |
| Environmental Health   |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |
| Finance & Revenues     |                             |                          |                              | 2                           | 2                        |                              |                             |                          |                              |                             |                          |                              | 2                           | 2                        |                              |
| Housing                | 22                          | 17                       | 5                            | 7                           | 3                        | 4                            |                             |                          |                              |                             |                          |                              | 29                          | 20                       | 9                            |
| Legal                  |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |
| Leisure                |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |
| Planning               |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |
| Regeneration           | 1                           | 1                        |                              | 1                           | 1                        |                              |                             |                          |                              |                             |                          |                              | 2                           | 2                        |                              |
| Strategy & Performance |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |                             |                          |                              |
| Streetscene Services   | 28                          | 21                       | 7                            | 21                          | 13                       | 8                            |                             |                          |                              |                             |                          |                              | 49                          | 34                       | 15                           |
| <b>Total</b>           | <b>52</b>                   | <b>40</b>                | <b>12</b>                    | <b>31</b>                   | <b>19</b>                | <b>12</b>                    |                             |                          |                              |                             |                          |                              | <b>83</b>                   | <b>59</b>                | <b>24</b>                    |

**Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12**

| <b>Date Received</b> | <b>Area</b> | <b>Summary of Complaint</b>   | <b>Departments Involved</b>                  | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>  |
|----------------------|-------------|---|--|---------------------------|------------------------|--|
| 04/07/12             | Pinxton     | Direct debit for rent not being taken from bank account and advised of it previously                                      | Housing<br>Customer Service                  | 19/07/12                  | 11                     | Direct debit cancelled by payer  |
| 03/07/12             | Hilcote     | Planning permission for business has led to extreme traffic noise and volume  | Planning<br>Environmental Health             | 25/07/12                  | 17                     | Explanation of Planning and Environmental Health Department responsibilities |
| 05/07/12             | Clowne      | Does not agree with planning decision   | Planning                                     | 26/07/12                  | 14                     | Explanation of Planning process and regulations                              |
| 05/07/12             | Clowne      | Does not agree with planning decision   | Planning                                     | 26/07/12                  | 14                     | Explanation of Planning process and regulations                              |
| 06/07/12             | Creswell    | Information is inaccurate in InTouch in relation to bus pass eligibility  | Strategy & Performance<br>Finance & Revenues | 23/07/12                  | 11                     | Apology for incorrect information published                                  |
| 06/07/12             | Clowne      | Does not agree with planning decision   | Planning                                     | 26/07/12                  | 13                     | Explanation of Planning process and regulations                              |
| 06/07/12             | Clowne      | Does not agree with planning decision   | Planning                                     | 26/07/12                  | 13                     | Explanation of Planning process and regulations                              |
| 10/07/12             | Clowne      | Does not agree with planning decision   | Planning                                     | 27/07/12                  | 13                     | Explanation of Planning process and regulations                              |
| 13/07/12             | Creswell    | Neighbour has a play structure in garden - feels it breaches planning law and is not happy with response previously given | Planning<br>Environmental Health             | 31/07/12                  | 12                     | No planning laws breached as the structure is temporary                      |
| 16/07/12             | Clowne      | Does not agree with planning decision   | Planning                                     | 31/07/12                  | 11                     | Explanation of Planning process and regulations                              |

**Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12**

| <b>Date Received</b> | <b>Area</b>  | <b>Summary of Complaint</b>   | <b>Departments Involved</b>              | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>   |
|----------------------|--------------|---|--|---------------------------|------------------------|---|
| 16/07/12             | Clowne       | Does not agree with planning decision   | Planning                                 | 31/07/12                  | 11                     | Explanation of Planning process and regulations   |
| 17/07/12             | Bramley Vale | Wants someone to take responsibility for maintenance of her shop  | Regeneration                             | 14/08/12                  | 20                     | Explanation of terms of lease   |
| 17/07/12             | Creswell     | Steps into pool at Creswell Leisure Centre not safe   | Leisure                                  | 13/08/12                  | 19                     | Explained steps are still fit for purpose but looking into anti-slip solutions  |
| 20/07/12             | Newton       | Was on hold to Contact Centre for 50 minutes after reporting green waste (labelled contaminated) had not been collected | Customer Service<br>Streetscene Services | 26/07/12                  | 4                      | Apology for call being caught in system and that the green waste had been labelled incorrectly as contaminated          |
| 25/07/12             | New Houghton | Grant work not done to satisfaction   | Environmental Health                     | 16/08/12                  | 16                     | Explanation of grant work undertaken, additional work carried out and action to be taken in relation to work to rectify |
| 25/07/12             | Bolsover     | Still cannot access grounds in Sherwood Lodge   | Regeneration                             | 08/08/12                  | 10                     | Explanation of ground works in gardens of Sherwood Lodge  |
| 26/07/12             | Bolsover     | Leak in mother's flat due to new cistern fitted   | Housing                                  | 13/08/12                  | 12                     | Apology and assurance it will not happen again  |
| 26/07/12             | Bolsover     | Non-response on behalf of daughter's request for extension to Discretionary Housing Allowance                           | Finance & Revenues                       | 15/08/12                  | 14                     | Advice given with regard to debt management   |
| 27/07/12             | Shirebrook   | Standard of grasscutting in Shirebrook  | Streetscene Services                     | 21/08/12                  | 17                     | Explanation of problems with inclement weather and future grass cutting monitoring                                      |

**Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12**

| <b>Date Received</b> | <b>Area</b>     | <b>Summary of Complaint</b>  | <b>Departments Involved</b> | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>   |
|----------------------|-----------------|--|-----------------------------|---------------------------|------------------------|---|
| 27/07/12             | Creswell        | Planning for floodlights at Creswell   | Planning                    | 13/08/12                  | 11                     | Planning application for recreation area approved before houses were built  |
| 31/07/12             | Pinxton         | Recycling bins on Wharf Road full of domestic waste - reported previously                              | Streetscene Services        | 13/08/12                  | 10                     | Bins now emptied and will be removed if used for domestic waste again   |
| 30/07/12             | Stanfree        | Does not agree with development plans for Bolsover and wants independent planning consideration        | Planning Legal              | 14/08/12                  | 11                     | Rationale behind decision of site of supermarket, explanation of legislation in relation to Planning process      |
| 31/07/12             | South Normanton | Someone had visited elderly father, maintains that he had agreement with Council to remove garage free | Housing                     | 28/08/12                  | 19                     | Apology for home visit but garage needed specialist removal (asbestos)  |
| 1/8/112              | Clowne          | Continuing problems with collection of black and burgundy bins   | Streetscene Services        | 24/08/12                  | 17                     | Explanation of problems within the area and apology for missed bin collections                                    |
| 31/07/12             | Pilsley         | Repeated problems with collection of burgundy bins   | Streetscene Services        | 24/08/12                  | 18                     | Explanation and apology for missed bin collections  |
| 01/08/12             | Pinxton         | Planning Department should prevent any future development because of flood risk                        | Planning                    | 16/08/12                  | 10                     | Explanation of flood risk management and Planning regulations   |
| 01/08/12             | Pinxton         | Wants compensation due to damage caused to flooring from leak on tap                                   | Housing                     | 16/08/12                  | 10                     | Leak on tap repaired on time. Tenant carded no access for second appointment and no further contact for 17 months |
| 02/08/12             | Clowne          | Park in Clowne fenced off  | Legal                       | 15/08/12                  | 9                      | Area owned and managed by Clowne Parish Council   |

**Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12**

| <b>Date Received</b> | <b>Area</b> | <b>Summary of Complaint</b>  | <b>Departments Involved</b>                     | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>   |
|----------------------|-------------|--|---|---------------------------|------------------------|---|
| 08/08/12             | Stanfree    | Swimming sessions only open to adults/ how they were dealt with at the Leisure Centre      | Leisure   | 05/09/12                  | 19                     | Apology for any upset - but adult only swim session   |
| 09/08/12             | Shirebrook  | Believes the land her garage stands on was given to her and does not belong to the Council | Housing   | 29/08/12                  | 15                     | Land is in Bolsover District Council ownership  |
| 14/08/12             | Clowne      | Disliked the way treated when asking about Council Tax                                     | Customer Services<br>Finance & Revenues         | 30/08/12                  | 11                     | Apology for any upset, however Council Tax advice correct   |
| 16/08/12             | Shirebrook  | Standard of grounds maintenance and street cleansing in Shirebrook                         | Streetscene Services                            | 29/08/12                  | 8                      | Standard of ground maintenance slipped due to weather   |
| 21/08/12             | Bolsover    | Council Tax direct debit not being taken from correct bank account                         | Finance & Revenues                              | 30/08/12                  | 6                      | Apology for error made by Revenues staff  |
| 21/08/12             | Langwith    | Length of time taken to find area where vermin were entering grandmother's property        | Housing<br>Regeneration<br>Environmental Health | 18/09/12                  | 19                     | Entry point allowing ingress made good, new kitchen refused by tenant so some new units to be fitted on repair schedule |
| 22/08/12             | Blackwell   | Wants garage rent waiving due to repairs needed, making garage unusable                    | Housing   | 18/09/12                  | 18                     | Rent cancelled down from 9th July 2012  |
| 23/08/12             | Shuttlewood | Does not want to deal with bailiffs  | Finance & Revenues                              | 30/08/12                  | 4                      | Bailiffs act in accordance with the law and are certified to act on behalf of the Council                               |
| 23/08/12             | Shirebrook  | Does not agree the repairs they require should be classed as improvements                  | Housing   | 07/09/12                  | 10                     | Tenant responsibility for original issues raised, inspection raised for new issues                                      |

**Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12**

| <b>Date Received</b> | <b>Area</b>  | <b>Summary of Complaint</b>  | <b>Departments Involved</b> | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>   |
|----------------------|--------------|--|-----------------------------|---------------------------|------------------------|---|
| 24/08/12             | Hilcote      | Does not agree council tax arrears to be taken out of partner's wages                        | Finance & Revenues          | 21/07/12                  | 19                     | Incorrect details held on account, however direct debit instruction cancelled by account holders bank |
| 24/8/12              | Whitwell     | Disagrees with the Council's decision not to sell the bungalow under the Right to Buy scheme | Housing                     | 21/09/12                  | 19                     | Right to Buy process being considered by Housing and Legal departments                                |
| 28/08/12             | Bolsover     | No response to e-mails regarding grounds maintenance in Bolsover                             | Streetscene Services        | 21/09/12                  | 18                     | Explanation about the severe weather conditions and apology for non response                          |
| 28/08/12             | Shirebrook   | Gutter repairs not to standard   | Housing                     | 21/09/12                  | 18                     | Still awaiting address for property   |
| 28/08/12             | Shirebrook   | Problems with areas of land  | Streetscene Services        | 24/09/12                  | 19                     | Working with Tesco to improve   |
| 29/08/12             | Clowne       | Housing benefit claim taking a long time   | Finance & Revenues          | 21/09/12                  | 17                     | Claim a complex one - not a commercial tenancy  |
| 29/08/12             | Creswell     | Housing benefit cancelled and tenant left arrears to private landlord                        | Finance & Revenues          | 21/09/12                  | 17                     | Information previously provided to landlord - tenant had informed Benefits Section of date moved      |
| 29/08/12             | Shirebrook   | Landlord wants to act as common law agent  | Finance & Revenues          | 24/09/12                  | 18                     | Information still required from claimant  |
| 29/8/1213            | New Houghton | Housing benefit application from landlord for two homes                                      | Finance & Revenues          | 26/09/12                  | 20                     | Application for overlap benefit on two homes needs to be submitted by tenant and not landlord         |
| 29/08/12             | Clowne       | Careline issues in housing association property and enquiry about who is responsible         | Housing                     | 26/09/12                  | 20                     | Housing Association responsibility  |

**Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12**

| <b>Date Received</b> | <b>Area</b> | <b>Summary of Complaint</b>  | <b>Departments Involved</b>                   | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>  |
|----------------------|-------------|--|---|---------------------------|------------------------|--|
| 29/08/12             | Bolsover    | Does not agree with development plans/ land designated public land     | Planning<br>Regeneration                      | 26/09/12                  | 20                     | Explanation of planning process and regulations  |
| 31/08/12             | Bolsover    | Does not agree with proposed development                               | Planning                                      | 27/09/12                  | 19                     | Explanation of planning process and regulations  |
| 03/09/12             | Mansfield   | Benefit information not sent to Tribunal                               | Finance &<br>Revenues                         | 28/09/12                  | 19                     | Delays caused in part by late appeal by applicant  |
| 03/09/12             | Clowne      | Planning permission given for fan too near to property                 | Planning                                      | 28/09/12                  | 19                     | Planning permission granted on appeal, further permission required for works - to be monitored by Planning Department          |
| 03/09/12             | London      | Does not agree with development plans/ land designated public land     | Planning                                      | 28/09/12                  | 19                     | Explanation of planning process and regulations  |
| 03/09/12             | Tibshelf    | Not happy with recycling process                                       | Streetscene<br>Services                       | 27/09/12                  | 18                     | Explanation of recycling collection process  |
| 03/09/12             | Bolsover    | Does not agree with development plans                                  | Planning                                      | 28/09/12                  | 19                     | Explanation of planning process and regulations  |
| 05/09/12             | Whitwell    | Not happy with benefit decision  | Finance &<br>Revenues                         | 03/10/12                  | 20                     | Benefits processed in accordance with regulations  |
| 05/09/12             | Bolsover    | Does not agree with plans/ designated public land                      | Planning                                      | 28/09/12                  | 15                     | Explanation of planning process and regulations  |
| 05/09/12             | Bolsover    | Says Contact Centre staff advised wrongly in relation to benefit claim | Customer<br>Services<br>Finance &<br>Revenues | 28/09/12                  | 15                     | Apology check on benefit form did not pick up missing information but delay caused by tenant not providing information earlier |

**Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12**

| <b>Date Received</b> | <b>Area</b> | <b>Summary of Complaint</b>   | <b>Departments Involved</b> | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>   |
|----------------------|-------------|---|-----------------------------|---------------------------|------------------------|---|
| 04/09/12             | Clowne      | Does not agree Planning permission should have been given for fence around Parish land      | Planning                    | 01/10/12                  | 19                     | Entirely Parish matters   |
| 06/09/12             | Bolsover    | Does not agree with development plans/ land designated public land                          | Planning                    | 01/10/12                  | 16                     | Explanation of planning process and regulations   |
| 07/09/12             | Tibshelf    | Trees in garden overgrown and repeatedly asked for them to be pruned back, no action taken  | Streetscene Services        | 02/10/12                  | 17                     | Apology for not trimming back the tree last year, will be done as one of the first jobs this year |
| 10/09/12             | Langwith    | Continuing problem with litter in Langwith  | Streetscene Services        | 04/10/12                  | 18                     | Explanation of shared responsibility for area and action to be taken                              |
| 12/09/12             | Creswell    | Son rang to advise father in hospital and was asked when he was due out to pay the rent due | Housing Customer Services   | 04/10/12                  | 16                     | Apology for slippage in Customer Service standard   |
| 11/09/12             | Barlborough | Verges sprayed with weedkiller and looks a mess   | Streetscene Services        | 04/10/12                  | 17                     | Apology for effect weedspray has had on grass verges  |
| 13/09/12             | Clowne      | Benefits being incorrectly applied  | Finance & Revenues          | 04/10/12                  | 15                     | Apology for missed information on benefit claim, conflicting information from DWP                 |
| 14/09/12             | Bolsover    | Does not agree with development plans   | Planning                    | 04/10/12                  | 14                     | Explanation of planning process and regulations   |
| 17/09/12             | London      | Not satisfied with exemptions applied to FOI request response                               | Strategy & Performance      | 15/10/12                  | 20                     | Exemptions correctly applied  |



**Table G: Summary of Stage Two Complaints 01/07/12 - 30/09/12**

| <b>Date Received</b> | <b>Area</b> | <b>Summary of Complaint</b>  | <b>Departments Involved</b> | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>  |
|----------------------|-------------|--|-----------------------------|---------------------------|------------------------|--|
| 18/09/12             | Clowne      | Still receiving mail in standard font and not preferred format                               | Finance & Revenues          | 21/09/12                  | 3                      | Explained information is routinely sent out in preferred font after scheduled mail shots |
| 26/09/12             | Bolsover    | Does not agree with development plans  | Planning                    | 04/10/12                  | 6                      | Explanation of planning process and regulations  |
| 19/09/12             | Bolsover    | Does not agree with development plans/ land designated public land                           | Planning                    | 04/10/12                  | 11                     | Explanation of planning process and regulations  |
| 21/09/12             | Bolsover    | Does not agree with development plans  | Planning                    | 04/10/12                  | 9                      | Explanation of planning process and regulations  |
| 26/9/12              | Bolsover    | Does not agree with development plans and planning process                                   | Planning                    | 04/10/12                  | 6                      | Explanation of planning process and regulations  |
| 26/09/12             | Creswell    | Landlord not happy with benefit process  | Finance & Revenues          | 05/10/12                  | 7                      | Explanation of actions so far  |
| 21/09/12             | Shirebrook  | Error made when applying for benefit which resulted in full rent being taken by direct debit | Finance & Revenues          | 17/10/12                  | 18                     | Apology for error  |

**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 |
| <b>Customer Services</b>          | 4                  | 4                        |                              | 5                  | 5                        |                              |                   |                          |                              |                    |                          |                              | 9                 | 9                        |                              |
| <b>Community Services</b>         | 2                  | 2                        |                              |                    |                          |                              |                   |                          |                              |                    |                          |                              | 2                 | 2                        |                              |
| <b>Democratic Services</b>        |                    |                          |                              |                    |                          |                              |                   |                          |                              |                    |                          |                              |                   |                          |                              |
| <b>Environmental Health</b>       | 2                  | 2                        |                              | 4                  | 4                        |                              |                   |                          |                              |                    |                          |                              | 6                 | 6                        |                              |
| <b>Finance &amp; Revenues</b>     | 6                  | 6                        |                              | 17                 | 17                       |                              |                   |                          |                              |                    |                          |                              | 23                | 23                       |                              |
| <b>Housing</b>                    | 12                 | 12                       |                              | 12                 | 12                       |                              |                   |                          |                              |                    |                          |                              | 24                | 24                       |                              |
| <b>Legal</b>                      | 2                  | 1                        | 1*                           | 2                  | 2                        |                              |                   |                          |                              |                    |                          |                              | 4                 | 3                        | 1*                           |
| <b>Leisure</b>                    | 2                  | 2                        |                              | 2                  | 2                        |                              |                   |                          |                              |                    |                          |                              | 4                 | 4                        |                              |
| <b>Planning</b>                   | 3                  | 3                        |                              | 24                 | 24                       |                              |                   |                          |                              |                    |                          |                              | 27                | 27                       |                              |
| <b>Procurement</b>                | 1                  | 1                        |                              |                    |                          |                              |                   |                          |                              |                    |                          |                              | 1                 | 1                        |                              |
| <b>Regeneration</b>               | 3                  | 3                        |                              | 4                  | 4                        |                              |                   |                          |                              |                    |                          |                              | 7                 | 7                        |                              |
| <b>Strategy &amp; Performance</b> | 2                  | 2                        |                              | 2                  | 2                        |                              |                   |                          |                              |                    |                          |                              | 4                 | 4                        |                              |
| <b>Streetscene Services</b>       | 8                  | 8                        |                              | 11                 | 11                       |                              |                   |                          |                              |                    |                          |                              | 19                | 19                       |                              |
| <b>Total</b>                      | <b>47</b>          | 46                       | 1*                           | <b>83</b>          | 83                       |                              |                   |                          |                              |                    |                          |                              | <b>130</b>        | 129                      | 1*                           |

\* Holding letter sent to allow consideration by the Legal Department

**Table I: Summary of Stage Three Complaints 01/07/12– 30/09/12**

| <b>Date Received</b> | <b>Area</b> | <b>Summary of Complaint</b>   | <b>Departments Involved</b>   | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>   |
|----------------------|-------------|---|-------------------------------|---------------------------|------------------------|---|
| 19/07/12             | Bolsover    | Not happy with response to Stage two complaint and believes the land to be developed is designated open space | Legal                         | 16/08/12                  | 20                     | Re-iterated advice given in Stage 2 response still accurate - the land forms part of the Council offices and is no longer required  |
| 01/08/12             | Shirebrook  | Issues with Shirebrook Town Council precept   | Legal                         | 24/08/12                  | 17                     | Advice still correct - parish precept set by Shirebrook Town Council  |
| 06/08/12             | Hilcote     | Still not happy with noise from road traffic  | Environmental Health Planning | 29/08/12                  | 16                     | As previously advised in Stage two response, traffic noise is exempt from statutory noise nuisance legislation  |
| 13/08/12             | Creswell    | Believes Council is responsible for usage of site after planning for floodlights at Creswell                  | Planning                      | 24/08/12                  | 17                     | Bolsover District Council is not responsible for the management of the site (Parish Council)  |
| 28/08/12             | Pinxton     | Wants Planning department to disallow further development at Pinxton  | Planning                      | 24/09/12                  | 20                     | As Stage Two response - still working with other agencies and will consider in appropriate planning applications  |
| 31/08/12             | Bolsover    | Still believes should have extension to Discretionary Housing Allowance (DHA) (on behalf of daughter)         | Finance & Revenues            | 25/09/12                  | 17                     | DHA short term payment to allow claimant to improve their financial position. Claimant received increase in benefit but made no amendment to improve their financial position |
| 04/09/12             | Clowne      | Not happy with Council Tax summons - feels that they have paid in a timely manner                             | Finance & Revenues            | 25/09/12                  | 15                     | Council Tax payment submitted using incorrect reference number, now rectified, apology for time taken to resolve  |

**Table I: Summary of Stage Three Complaints 01/07/12– 30/09/12**

| <b>Date Received</b> | <b>Area</b> | <b>Summary of Complaint</b>  | <b>Departments Involved</b> | <b>Date Response Sent</b> | <b>No of work days</b> | <b>Remedy</b>   |
|----------------------|-------------|--|-----------------------------|---------------------------|------------------------|---|
| 04/09/12             | Shirebrook  | Still not happy with level of grasscutting in Shirebrook           | Street Services             | 01/10/12                  | 19                     | Assurance that grounds maintenance standards will be raised                             |
| 27/09/12             | Shirebrook  | Still believes land to rear of property belongs to her not Council | Housing                     | 17/10/12                  | 14                     | Land is in the ownership of Bolsover District Council advised to speak to Land Registry |

**Table J: Summary of Ombudsman Complaints 2012/13**

| <b>Date Received</b> | <b>Area</b> | <b>LGO's Summary of Complaint</b>  | <b>Departments Involved</b> | <b>Date Response sent</b> | <b>No. of Calendar Days</b> | <b>Date Decision Letter Received</b> | <b>Ombudsman's Decision</b>   |
|----------------------|-------------|--|-----------------------------|---------------------------|-----------------------------|--------------------------------------|---|
| 22/12/11             | Clowne      | Says council refusing to re-house him as he has arrears from former tenancy. But tenant denies this as says he paid in full when he handed his keys in | Housing                     | 20/01/12                  | 22                          | 22/05/12                             | <b>To discontinue investigation</b> as there is no outstanding injustice  |
| 09/03/12             | Clowne      | Questions in relation to Disability Facilities Grant   | Environmental Health        | 20/03/12                  | 11                          | 22/06/12                             | <b>Not to initiate an investigation</b> (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             | Regeneration                | 23/03/12                  | 10                          | 19/10/12                             | <b>To discontinue investigation</b> as although the District and County Council do not agree on the cause of the flooding the Ombudsman cannot be critical on how the District Council reached its decision. Noted future liaising between Councils |
| 17/01/12             | Whitwell    | Complaint against council's failure either to adapt former flat or move him somewhere more appropriate within a reasonable timescale                   | Housing                     | 15/02/12                  | 29                          | 03/10/12                             | <b>To discontinue investigation</b> on the grounds that the Council did adapt the flat as requested and any failure to move the tenant was not because of any fault by the Council.   |
| 08/06/12             | Barlborough | Council Tax arrears led to resident facing bankruptcy  | Finance & Revenues          | 02/07/12                  | 24                          | 09/10/12                             | <b>To discontinue investigation</b> on the grounds that there is insufficient evidence that the resident has suffered injustice in  |

**Table J: Summary of Ombudsman Complaints 2012/13**

| <b>Date Received</b> | <b>Area</b> | <b>LGO's Summary of Complaint</b>  | <b>Departments Involved</b> | <b>Date Response sent</b> | <b>No. of Calendar Days</b> | <b>Date Decision Letter Received</b> | <b>Ombudsman's Decision</b>  |
|----------------------|-------------|--|-----------------------------|---------------------------|-----------------------------|--------------------------------------|--|
|                      |             |  |                             |                           |                             |                                      | consequence of any maladministration by the Council  |
| 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                          | 28/08/12                             | <b>To discontinue investigation injustice remedied</b>   |
| 02/07/12             | Bolsover    | Wants compensation for loss of heating and increased fuel bill (district heating)  | Housing                     | 26/07/12                  | 24                          | 22/08/12                             | <b>To discontinue investigation</b> on the grounds that there is insufficient evidence that the tenant has suffered injustice in consequence of any maladministration by the Council |
| 23/08/12             | Clowne      | Says council should not suspend his housing application due to bankruptcy wiping out arrears from former tenancy                 | Housing                     | 03/09/12                  | 11                          |                                      | <b>Awaiting decision</b>   |
| 23/08/12             | Bolsover    | Alleges contracted workmen arrived to carry out work and had permission to gain entry  | Housing                     | 06/09/12                  | 14                          |                                      | <b>Awaiting decision</b>   |
| 11/09/12             | Bolsover    | <b>Informal</b> Grasscutting to open plan area to rear of property not being carried out due to obstruction by neighbour's sheds | Housing<br>Street Services  |                           |                             | 11/09/12                             | <b>Not to initiate an investigation</b> as the Council has already resolved the issue of how the grass will be cut   |
| 25/09/12             | Clowne      | Says Council not properly considered his case for continuation of Discretionary Housing Allowance                                | Finance & Revenues          | 19/10/12                  | 24                          |                                      | <b>Awaiting decision</b>   |

