

Committee:	Executive	Agenda Item No.:	5.
Date:	4 th March 2013	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 optimises the use of staffing resources as well as ensuring the provision of consistent management information

THE REPORT

To provide information on the number of compliments, comments and complaints for the period 1st October 2012 to 21st December 2012.

Compliments

Table A details the written compliments received for the period. In total 38 written compliments were received. 10 compliments were received for the Housing Department and 9 were received for the Leisure Department.

Table B shows the above information by department.

Comments

Table C shows the number of written comments received for the period. All 6 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 1st October 2012 to 21st December 2012.

Service Area	01/04/12– 30/06/12	01/07/12– 30/09/12	01/10/12 – 21/12/12	Total
Missed clinical waste collection	33 (12)	13 (6)	22 (13)	68 (31)
Missed domestic or green bin collection	377 (327)	270 (235)	161 (142)	808 (704)
Missed blue box/ burgundy bin collection	112 (98)	151 (138)	103 (96)	366 (332)
Total	522 (437)	434 (379)	286 (251)	1242 (1067)

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 5,940 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.

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. 38 complaints were received during this period, down from last quarter in which we received 73 complaints. All (100%) were responded to within our customer service standard of 20 working days. 10 complaints were received for the Environmental Health Department, 8 of which were around the proposed closure of the Community Houses.

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 at 7th February 2013. During this quarter, two informal and three formal investigations were received, all were responded to within the Local Government Ombudsman's standard of 28 calendar days. We received 6 decisions of 'To discontinue investigation' and 3 of 'Not to initiate an investigation'. We have 2 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

The contents of the report in relation to how the Council has dealt with compliments, comments and complaints.

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 01/10/12 – 21/12/12

Table B: Compliments summary by department 2012/13

Table C: Comments summary for the period 01/10/12 – 21/12/12

Table D: Comments summary by department 2012/13

Table E: Stage one complaints summary for the period 01/10/12 – 21/12/12

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

Table G: Stage two complaints summary for the period 01/10/12 – 21/12/12

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

Table I: Stage three complaints summary for the period 01/10/12 – 21/12/12

Table J: Ombudsman complaints summary for 2012/13

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/10/12 – 21/12/12

Date Received	Area	Summary of Compliment	Departments Involved
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 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
02/10/12	Bolsover	Lovely evening at the Sports Awards	Leisure
03/10/12	Bolsover	Lovely evening at the Sport Awards thanks to everyone who made it a success	Leisure
09/10/12	Whitwell	Thank you to Housing Needs Manager for providing professional advice	Housing
01/10/12	Bolsover	Lovely evening at the Sports Awards	Leisure
03/10/12	Shirebrook	Lovely evening at the Sports Awards	Leisure
15/10/12	Clowne	Lovely evening at the Brass Band contest	Leisure
15/10/12	Clowne	Lovely well-organised evening at the Brass Band contest	Leisure
15/10/12	Clowne	Wellness programme had great impact on life, lost weight and now realised ambition to walk the Camino de Santiago (790 kms)	Leisure
17/10/12	Bolsover	Lovely evening at the Sports Awards - enjoyed evening immensely	Leisure
23/10/12	Creswell	Had new door fitter - lovely and warm in property now	Housing Regeneration
23/10/12	Steetley	Thanks to Environmental Health Officers for past assistance in relation to butchery business	Environmental Health

Table A: COMPLIMENTS SUMMARY 01/10/12 – 21/12/12

Date Received	Area	Summary of Compliment	Departments Involved
29/10/12	Bolsover	Thank you for time and effort with regard to FOI request	Strategy & Performance
30/10/12	Renishaw	Thank you to Housing staff for being understanding as mother is very confused	Housing
05/11/12	Chesterfield	Thank you for clarification from Planning Department regarding development	Planning
05/11/12	Clowne	Thank you for enforcing planning conditions on delivery times at Clowne store	Planning
09/11/12	Shuttlewood	All the help and assistance received over the last 10 years with regard to cattery business	Environmental Health
09/11/12	Whitwell	Thank you to all the caring support staff when mother lived in sheltered accommodation	Housing
09/11/12	Rowthorne	Thank you to Contact Centre staff for arranging weed spraying	Customer Services
14/11/12	Scarcliffe	Thank you to repairs operative who attended and fitted her kitchen sink, polite and efficient and was impressed he cleaned up after himself	Housing
14/11/12	Hilcote	Thank you to Contact Centre staff for arranging bins for property	Customer Services
22/11/12	Bolsover	Thank you for Handy Man service	Environmental Health
22/11/12	Bolsover	Thanks to Contact Centre service for speedy response in arranging emergency repair	Customer Services
22/11/12	Barlborough	Thanks to Environmental Health for advice about food safety	Environmental Health
27/11/12	South Normanton	Green recycling waste collection service is excellent	Streetscene Services
03/12/12	Bolsover	Thanks to Benefits Staff for their help	Finance & Revenues
13/12/12	Creswell	Thank you to Repairs Operatives who have just fitted her new kitchen - happy with the work and how Operatives conducted themselves	Housing
13/12/12	Shirebrook	Thank you to Benefits officer who has helped support worker to help client with mental health issues	Finance & Revenues
17/12/12	Bolsover	Thanks to the Regeneration Department for looking after son on his University placement	Regeneration
18/12/12	Bolsover	Please pass on thanks to refuse operatives who are working throughout the Christmas break	Streetscene Services

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	5	3		11
Community Services		1			1
Democratic Services					
Environmental Health	6	6	5		17
Finance & Revenues		1	3		4
Housing	6	7	10		23
Legal					
Leisure	1	14	9		24
Planning	1	1	3		5
Regeneration	2	2	3		7
Strategy & Performance		2	1		3
Streetscene Services	2	7	3		12
Totals	21	46	40		107

Table C: SUMMARY OF COMMENTS 01/10/12 – 21/12/12

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
08/11/2012	Bramley Vale	Thinks heating system in mother-in-law's property not suitable because of cost	Housing	29/11/12	15	Not able to discuss as data protected information (tenant happy with heating), assurance given that the Housing Department will liaise with tenant
08/11/12	Shirebrook	Wants outdoor gym equipment	Leisure	29/11/12	15	Will consider for future but research shows not well used in other districts
08/11/12	Bolsover	State of facilities at Castle Leisure park	Leisure	29/11/12	15	Repairs to be carried out
08/11/12	South Normanton	Political boundary changes	Democratic Services	29/11/12	15	Explanation of proposed boundaries and consultation method
08/11/12	South Normanton	State of South Normanton	Regeneration	29/11/12	15	Advice about 'masterplans' and how to proceed with consultation for regeneration
06/12/12	Clowne	Wants more information in relation to Councillors duties publishing	Legal	21/12/12	11	Solicitor to the Council to discuss proposal with the Leader

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	
Community Services				1	1								1	1	
Democratic Services				1	1		1	1					2	2	
Environmental Health															
Finance & Revenues	2	2		2	2								4	4	
Housing	3	3		3	3		1	1					7	7	
Legal	1	1					1	1					2	2	
Leisure	3	3		1	1		2	2					6	6	
Planning	4	4											4	4	
Regeneration	7	7		3	3		1	1					11	11	
Strategy & Performance	5	5											5	5	
Streetscene Services	14	14		2	2								16	16	
Total	41	41		13	13		6	6					60	60	

Table E: Summary of Stage One Complaints 01/10/12 – 21/12/12

01/10/12	Tibshelf	Repair work has not been carried out and considerable length of time waiting	Repair 477413	Awaiting service area response		Action by service not updated
02/10/02	Tibshelf	Complaint regarding having to purchase a bin that has gone missing	Refuse	Resolved by Contact Centre Manager 02/10/12	0	Tried to contact customer but only able to access answer phone. Left message that we would take payment for bin in weekly instalments if receiving benefit
04/10/12	Bolsover	Repair work has not been carried out and considerable length of time waiting	Repair 478651 and 478651	Resolved by Service Area 05/10/12	1	Co-ordinator contacted customer with regard to dates for work to be carried out
16/10/12	Bolsover	Complaint with regard to the time taken to carry out repair	Repair 478936	Awaiting service area response		Action by service not updated
17/10/12	Creswell	Complaint regarding missed black bin collection	Refuse	Resolved by Contact Centre Manager 17/10/12	0	Refuse Team returned to empty missed black bin
17/10/12	South Normanton	Complaint regarding missed green bin collection	Refuse	Resolved by Service Area 18/10/12	1	Refuse Team returned to empty green bin
24/10/12	South Normanton	Complaint with regard to Coordinator visit and repairs	Repair 479333	Resolved by Service Area 25/10/12	1	Emergency & Responsive Manager investigated the complaint
26/10/12	Bolsover	Complaint regarding missed green bin collection due to contamination	Refuse	Resolved by Service Area 06/11/12	7	Advised customer of problem and instruction given to bin crew

31/10/12	Newton	Complaint with regard to bulky team damaging plant in garden	Refuse	Resolved by Service Area 06/11/12	4	Service area replaced plant for customer
31/10/12	Bolsover	Complaint regarding damage to wall by Grounds Maintenance	Grounds Maintenance	Awaiting service area response		Action by service not updated
30/11/12	Barlborough	Complaint with regard to the actions of Martin's bin crew	Refuse	Awaiting service area response		Action by service not updated
30/11/12	Bolsover	Customer complaining with regard to missed black bin	Refuse	Resolved by Contact Centre Manager 30/11/12	0	Refuse Team returned the following working day to empty the black bin
05/12/12	Pinxton	Customer complaining with regard to missed green bin	Refuse	Resolved by Contact Centre Manager 05/12/12	0	Refuse Team returned on the following day of the complaint to empty the green bin
07/12/12	Barlborough	Customer complaining that the black bin had gone missing and advised to pay for new bin	Refuse	Resolved by Service Area 11/12/12	2	Refuse Team telephoned customer on 3 occasions but customer has not contacted them with regard to this issue.
13/12/12	Langwith Junction	Complaint with regard to bulky refuse service	Refuse	Resolved by Service Area 14/12/12	1	Refuse Team rebooked the bulky refuse for the following week.
20/12/12	Whitwell	Complaint regarding missed black bin collection	Refuse	Resolved by Service Area 21/12/12	1	Refuse Team returned the following working day to empty the black bin

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– 21/12/12			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	4	2*					33	22	9
Legal															
Leisure															
Planning															
Regeneration	1	1		1	1								2	2	
Strategy & Performance															
Streetscene Services	28	21	7	21	13	8	12	8*	2*				61	42	17
Total	52	40	12	31	19	12	16	10*	2*				99	69	26

* Service area not fully updated

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
01/10/12	Shuttlewood	Given wrong advice in relation to benefit and service charge	Finance & Revenues Customer Services	23/10/12	18	Apology for conflicting advice given
01/10/12	Bolsover	Delays to repair work to roof verge	Housing	18/10/12	13	Apology work and reminders on repairs system not picked up due to staff shortages although original visit to repair was in the timescale quoted
04/10/12	Bolsover	Hera fencing still obstructing enjoyment of Sherwood Lodge grounds	Regeneration	29/10/12	16	Fencing removed
04/10/12	Whitwell	Advice given at Contact Centre regarding to Housing related debt	Customer Services Housing	31/10/12	19	Debt accrued due to lapse in JSA, claimant reapplied and has paid arrears
09/10/12	Whitwell	Way dealt with when visiting Contact Centre	Customer Services	29/10/12	14	Apology for any upset caused
12/10/12	Bolsover	Strongly in disagreement with plans to close Community Houses	Environmental Health	08/11/12	19	Decision not yet made - consideration by Elected members at a later stage
12/10/12	Creswell	Not happy that they will have to decorate after having combi boiler and radiators fitted and gas fire removed	Housing	08/11/12	19	Laminate flooring responsibility of tenant, venting to wall needs to be carried out if combi to be fitted however fireplace can remain in situ
12/10/12	South Normanton	Various repairs at property not been addressed	Housing	30/10/12	12	Property mutually exchanged and accepted in present condition

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
18/10/12	Bolsover	Does not agree with development plans for Bolsover	Planning	08/11/12	15	Planning application will be considered
18/10/12	New Houghton	Strongly in disagreement with plans to close Community Houses	Environmental Health	08/11/12	15	Decision not yet made - consideration by Elected Members at a later stage
18/10/12	South Normanton	Strongly in disagreement with plans to close Community Houses	Environmental Health	15/11/12	20	Decision not yet made - consideration by Elected Members at a later stage
18/10/12	South Normanton	Strongly in disagreement with plans to close Community Houses	Environmental Health	15/11/12	20	Decision not yet made - consideration by Elected Members at a later stage
19/10/12	Bolsover	Complaint regarding riding school	Environmental Health	15/11/12	19	Riding school fulfils all criteria
19/10/12	Pleasley	Does not agree with plans to close Community Houses	Environmental Health	08/11/12	14	Decision not yet made - consideration by Elected Members at a later stage
19/10/12	South Normanton	Does not agree with plans to close Community Houses	Environmental Health	15/11/12	19	Decision not yet made - consideration by Elected Members at a later stage
22/10/12	Shuttlewood	Mould in porch	Housing Customer Services	15/11/12	18	Apology, a job was raised but overlooked
24/10/12	New Houghton	Does not agree with plans to close Community Houses	Environmental Health	15/11/12	16	Decision not yet made - consideration by Elected Members at a later stage
24/10/12	Shirebrook	Not happy with action taken by CAN Ranger	Housing	16/11/12	17	Explanation of actions so far
31/10/12	Bolsover	Sent letter explaining change in circumstances but Revenues	Finance & Revenues	27/11/12	19	Letters sent out prior to receiving claimant's letter

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
		commenced recovery/ bailiff action				
05/11/12	Chesterfield	Booked Extreme Wheels for event, but didn't attend	Leisure	28/11/12	17	Apology for missed booking
06/11/12	New Houghton	Grant work not completed	Regeneration Environmental Health	29/11/12	17	Explanation regarding confusing letters, however work requested was not on original grant schedule
14/11/12	South Normanton	Does not agree with plans to close Community Houses	Environmental Health	04/12/12	14	Decision not yet made - consideration by Elected members at a later stage
16/11/12	Bolsover	Council tax owing from when father vacated property	Finance & Revenues	04/12/12	12	Apology for distress caused but letter and process still accurate and correct
20/11/12	Shirebrook	Repairs at property	Housing	07/12/12	13	Repairs scheduled in to be carried out
23/11/12	Bolsover	Benefit appeal not resolved	Finance & Revenues	20/12/12	19	Delay in benefit decision caused in part by claimant not providing information
23/11/12	Creswell	Landlord wishes to act as common law agent	Finance & Revenues	20/12/12	19	Payment direct to benefit claimant and no obligation to provide advice letter to landlord
27/11/12	Clowne	Repeatedly being sent information in regular not preferred font - also wants to amend requirement to point 20	Finance & Revenues Customer Services	17/12/12	14	Reiterated has been previously advised that preferred format letters will go out after bulk mailing

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
28/11/12	Creswell	Non-response from Planning regarding enquiry	Planning	19/12/12	17	No Planning matters to consider. Verge is responsibility of Highways authority
28/11/12	Whitwell	Leaves not cleared up from pavement in Whitwell	Streetscene Services Customer Services	18/12/12	16	Apology for delay, however clearing of leaves not undertaken until they become detritus but this advice was not given
04/12/12	Stanfree	Queues at Contact Centre cash desk	Customer Services	21/12/12	13	Apology for delays, advised alternative method of payments
06/12/12	Bolsover	Parking in Bolsover if Planning Application is approved	Planning Legal	21/12/12	11	Planning cannot consider alternative locations, only the application before them
07/12/12	Clowne	Lateness of response from Legal Department in relation to complaint against Elected Members	Legal	21/12/12	10	Legal matter - responded to directly by Solicitor of the Council
10/12/12	South Normanton	Replacement bin not arrived	Streetscene Services	04/01/13	13	Replacement bins on order but delay from suppliers
10/12/12	Shirebrook	Comments about new Local Plan and disagrees that a public house was pulled down	Planning	14/12/13	13	Local Plan is a statutory duty
18/12/12	Bolsover	Landlord wants housing benefit payment direct	Finance & Revenues	10/01/13	15	Benefit application processed in accordance with regulations
20/12/12	Creswell	Still awaiting fencing to be repaired	Housing	14/01/13	14	Apology for breakdown in communication, repair to fencing been looked at as part of a larger project

Table G: Summary of Stage Two Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
20/12/12	Creswell	Recycling being put into same bin when residents told to separate	Streetscene Services	11/01/13	13	Contractor assures recycle not mixed. To be monitored
20/12/12	Matlock	Regarding Council Tax change of details for deceased father-in-law	Finance & Revenues Customer Services	11/01/13	13	Apology for any distress caused

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		5	5		8	8					17	17	
Community Services	2	2											2	2	
Democratic Services															
Environmental Health	2	2		4	4		9	9					15	15	
Finance & Revenues	6	6		17	17		8	8					31	31	
Housing	12	12		12	12		7	7					31	31	
Legal	2	1	1*	2	2		2	2					6	5	1*
Leisure	2	2		2	2		1	1					5	5	
Planning	3	3		24	24		4	4					31	31	
Procurement	1	1											1	1	
Regeneration	3	3		4	4		3	3					10	10	
Strategy & Performance	2	2		2	2								4	4	
Streetscene Services	8	8		11	11		3	3					22	22	
Total	47	46	1*	83	83		45	45					175	174	1*

* Holding letter sent to allow consideration by the Legal Department

Table I: Summary of Stage Three Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
02/10/12	Stanfree	Unhappy with response to previous complaint in relation to Bolsover District Council Planning Department and Committee deciding on proposed development	Planning Legal	22/10/12	14	Planning Regulations state that the Planning Department must make determination on planning application unless Secretary of State wishes to consider
02/10/12	Whitwell	Wants quicker response in relation to Right to Buy on property	Housing	25/10/12	17	Housing have granted the Right to Buy
02/10/12	Clowne	Resident feels he has had to breach his own data protection rights by asking someone to read a letter to him	Strategy & Performance Finance & Revenues	26/10/12	18	Confirmed information previously given still correct; information may still go out in corporate font but will send out additional information in preferred font; no breach of Data Protection by Council
05/10/12	Clowne	Not happy with Planning decision	Planning Legal	22/10/12	11	Advice given in response to Stage 2 complaint correct - Parish Council matters - the Planning Department can only consider planning impacts and not the management of the site
10/10/12	Mansfield	Dissatisfied with way Benefits Section has dealt with appeal to tribunal	Finance & Revenues	05/11/12	18	Information previously given is accurate - late appeal needed supporting evidence; however now gone to Tribunal Service unsupported and their discretion whether to accept

Table I: Summary of Stage Three Complaints 01/10/12 – 21/12/12

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
25/10/12	New Houghton	Not happy with grant work to property	Environmental Health	19/11/12	17	Defect now assessed as a 'latent defect' - Environmental Health Department chasing contractor to rectify
14/11/12	Creswell	Not happy that she will have to redecorate and pay for laminate flooring when new combi boiler fitted	Housing	26/11/12	8	Repairs operatives will endeavour to leave fireplace in situ however any redecoration work is to be picked up by tenant
04/12/12	New Houghton	Not happy with grant work to property	Environmental Health	18/12/12	10	Legal action superseded complaints process
03/12/12	Bramley Vale	Not happy with cost of heating at mother-in-law's property	Housing	09/01/13	20	Tenancy agreement with tenant and will continue to liaise with her

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 says he paid in full when he handed his keys in	Housing	20/01/12	22	22/05/12	To discontinue investigation 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	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	Regeneration	23/03/12	10	19/10/12	To discontinue investigation 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	To discontinue investigation 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	To discontinue investigation on the grounds that there is insufficient evidence that the resident has suffered injustice in consequence of any maladministration by the Council

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
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	To discontinue investigation injustice remedied
02/07/12	Bolsover	Wants compensation for loss of heating and increased fuel bill (district heating)	Housing	26/07/12	24	22/08/12	To discontinue investigation 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	22/01/13	To discontinue investigation because the Council's decision about the housing application was made without fault
23/08/12	Bolsover	Alleges contracted workmen arrived to carry out work and had permission to gain entry	Housing	06/09/12	14	14/11/12	To discontinue investigation on the grounds that there is insufficient evidence of maladministration
11/09/12	Bolsover	Informal Grasscutting to open plan area to rear of property not being carried out due to obstruction by neighbour's sheds	Housing Street Services			11/09/12	Local settlement - alternative arrangements in place
25/09/12	Clowne	Says Council not properly considered his case for continuation of Discretionary Housing Allowance	Finance & Revenues	19/10/12	24	22/11/12	To discontinue investigation on the grounds that there is no evidence of maladministration

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
12/10/12	Bolsover	The Council decided the land at Sherwood Lodge was surplus to requirements and could be used for development; it took the decision to appropriate the land for development in private	Legal	09/11/12	28		
31/10/12	Clowne	Noise nuisance from bikes on Network Rail/ spare land	Legal Environmental Health Community Safety		26	26/11/12	To discontinue investigation as there has been no fault by the Council in its handling of the complaint
28/11/12	Hilcote	Informal Noise nuisance from lorries on road	Environmental Health Planning			28/11/12	Not to investigate the complaint because it is late and there are no grounds to exercise discretion to investigate it
11/12/12	Creswell	Informal Benefit not paid, but appealed against decision	Finance & Revenues			11/12/12	Not to investigate the complaint because it is not in jurisdiction & discretion not exercised (complainant had a right of appeal which she used)
13/12/12	Stanfree	Preliminary enquiries prior to assigning to an investigator Unhappy with Bolsover District Council Planning Department and Committee deciding on proposed development	Planning			17/12/12	

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
17/12/12	Shirebrook	Unhappy with Town Council precept for Council Tax	Finance & Revenues			17/12/12	Not to investigate the complaint because it is not in jurisdiction