

Committee:	Executive	Agenda Item No.:	7
Date:	14th May 2013	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments and Complaints Quarterly Report (Quarter 4)		
Report by:	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, complaints, freedom of information and personal data requests for the period 2nd January 2013 to 31st March 2013 together with a summary for 2012/13.

Compliments

Table A shows the number of written compliments received for the period. In total 27 written compliments were received. A good cross section of compliments received from customers appreciating excellent service, including 11 for Streetscene Service.

Comments

Table B shows the number of written comments received for the period. 6 were responded to within standard (20 working days) with one outstanding but within the response timescale. There were no trends for this quarter.

Table C 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 2nd January 2013 to 21st March 2013.

Service Area	01/04/12– 30/06/12	01/07/12– 30/09/12	01/10/12 – 21/12/12	02/1/13 – 31/3/13	Total
Missed clinical waste collection	33 (12)	13 (6)	22 (13)	25 (21)	93 (52)
Missed domestic or green bin collection	377 (327)	270 (235)	161 (142)	241 (215)	1049 (919)
Missed blue box/ burgundy bin collection	112 (98)	151 (138)	103 (96)	202 (186)	568 (518)
Total	522 (437)	434 (379)	286 (251)	468 (422)	1710 (1489)

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 7,005 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. 17 complaints were received during this period. All were responded to within our customer service standard of 20 working days. 6 complaints were for Streetscene Services.

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 7 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 15th April 2013. During this quarter, two decisions were received in which the Ombudsman decided not to initiate an investigation, one because it is not in jurisdiction and one because there was no maladministration. We have two complaints awaiting a decision from the Ombudsman for the year 2012/13.

Performance

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

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: - There are no additional financial implications arising out of this report.

Legal: - There are no additional legal implications arising out of this report.

HR & Payroll: - There are no additional HR implications arising out of this report.

RECOMMENDATION(S)

That the report be noted.

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 02/01/13 – 31/3/13

Table B: Compliments summary by department 2012/13

Table C: Comments summary for the period 02/01/13 – 31/3/13

Table D: Comments summary by department 2012/13

Table E: Stage one complaints summary for the period 02/01/13 – 31/3/13

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

Table G: Stage two complaints summary for the period 02/01/13– 31/3/13

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

Table I: Stage three complaints summary for the period 02/01/13 – 31/3/13

Table J: Ombudsman complaints summary for 2012/13

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Summary for 2012/13

The following tables provide a summary of performance for compliments, comments, complaints and freedom of information requests for 2012/13.

Volume and Performance

Volume by type	Q1	Q2	Q3	Q4	2012/13 Total	2011/12 Total	2010/11 Total	2009/10 Total
Compliments	20	42	38	27	127	153	173	129
Comments	31	12	6	7	56	93	78	64
Stage 2 Complaints	36	73	38	17	164	124	79	115
Stage 3 Complaints	10	9	9	7	35	23	25	22
Total	97	136	91	58	382	393	355	330
Stage 1 Complaints	52	31	16	44	143	No comparative data – this information has been collated from April 2012		
% Comments responded to within standard	100%	100%	100%	100%	100%	100%	100%	100%
Average response in days	16	14	14	11	14	15	12	12
% Stage 2 responded to within standard	97%	100%	100%	100%	100%	100%	99%	98%
Average response in days	13	15	15	14	15	15	14	15
% Stage 3 responded to within standard	100%	100%	100%	100%	100%	100%	87%	92%
Average response in days	14	17	15	15	15	17	16	15

When comparing 2012/13 to the previous year of 2011/12, the following is noted:

- Received more stage two complaints, an increase of 40 (32%).
- Received more stage stage three complaints, an increase of 12 (52%).
- Received fewer written comments, a decrease of 37 (39%).
- Received fewer written compliments (17%).
- Responses to customer requests within standard - written comments, stage two complaints remained at 100%.

Customer Feedback

The following change has been made as a result of customer feedback obtained through written comments and complaints:

- Customer Contact Manager reviewing procedures at the Repairs Section Service Review to ensure repeat contact is monitored.

Table A: COMPLIMENTS SUMMARY 02/01/13 – 31/3/13

Date Received	Area	Summary of Compliment	Departments Involved
02/01/13	South Normanton	Please pass on thanks to refuse operatives who are working throughout the Christmas break	Streetscene Services
15/01/13	Clowne	Appreciate information provided in relation to small business funding	Regeneration
15/01/13	Shirebrook	Helpful information in relation to Youth Club service provision	Regeneration
16/01/13	Bolsover	Helpful Officers in relation to Council Tax refund, helped during a stressful time	Finance & Revenues
17/01/13	Hodthorpe	Thank you for Handy Man service - did a great job and happy to have him in their home	Environmental Health
18/01/13	Bolsover	Refuse operatives helped a resident rescue a lady fallen in the snow	Streetscene Services
22/01/13	Bolsover	Please pass on thanks to Officers for kindness during bad weather	Streetscene Services
23/01/13	Shirebrook	Pass on thanks to everyone involved in getting the shower working	Customer Services (Contact Centres) Housing
23/01/13	Creswell	Please pass on thanks to refuse operatives who are working throughout the bad weather	Streetscene Services
24/01/13	Pleasley	Please pass on thanks to refuse operatives who are working throughout the bad weather	Streetscene Services
05/02/13	Paltrerton	Please pass on thanks to Officers for kindness when had an incident in her car during bad weather	Streetscene Services
07/02/13	Shirebrook	Litter picker has done a fantastic job - everywhere is clean and tidy	Streetscene Services
08/02/13	Unknown	Pass on thanks to everyone involved in getting the shower installed	Housing
19/02/13	Unknown	Thanks to Housing for tidying up a tenanted property, it is unrecognisable	Housing
19/02/13	Doe Lea	Thank you to Benefit Staff in way dealt with when oversight of a private pension came to light	Finance & Revenues
25/02/13	Clowne	Compliments to grounds maintenance workers	Streetscene Services
25/02/12	Clowne	Thank you to Customer Service Advisors for excellent service in relation to benefits advice, they have gone the extra mile	Customer Services (Contact Centres)
27/02/13	Bolsover	Thank you for the removal of flytipping, area is much more pleasant	Customer Services (Contact Centres) Streetscene Services
05/03/13	Shirebrook	Resident please with prompt and efficient service from the Engineers when she had a blocked drain	Regeneration

Table A: COMPLIMENTS SUMMARY 02/01/13 – 31/3/13

Date Received	Area	Summary of Compliment	Departments Involved
06/03/13	Bolsover	Excellent response from the Regeneration team in relation to an enquiry about business funding	Regeneration
07/03/13	Creswell	Problem area cleared of rubbish	Environmental Health
08/03/13	Bolsover	Repairs team (plumbers) pleasant and courteous	Housing
14/03/13	Bolsover	Resident really impressed with how the Dog Warden dealt with a stray dog	Environmental Health
20/03/13	Unknown	Prompt action from Environmental Health team in relation to a burger van	Environmental Health
21/03/13	Barlborough	Action by Streetscene Services in relation to overgrown trees	Streetscene Services
20/03/13	South Normanton	Contact from Streetscene Services in relation to green bin collection	Streetscene Services
28/03/13	Clacton-on-Sea	Helpful, professional service from Customer Advisor	Customer Services (Contact Centres)

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	02/01/13 – 31/03/13	Total
	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments
Customer Services	3	5	3	4	15
Community Services		1			1
Democratic Services					
Environmental Health	6	6	5	4	21
Finance & Revenues		1	3	2	6
Housing	6	7	10	4	27
Legal					
Leisure	1	14	9		24
Planning	1	1	3		5
Regeneration	2	2	3	4	11
Strategy & Performance		2	1		3
Streetscene Services	2	7	3	11	23
Totals	21	46	40	29	136

Table C: SUMMARY OF COMMENTS 02/01/13 – 31/3/13

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
07/01/13	South Normanton	Would like an on-line facility to show council tax balance	Finance & Revenues	14/01/13	5	No resources to facilitate at the moment
06/02/13	Bolsover	Planning website difficult to negotiate	Planning	15/02/13	7	Directions given to documents on Portal
07/02/2013 19/3/13	Pinxton	Nomination for vacancy received late because of move of Council headquarters from Bolsover to Clowne	Regeneration	04/03/2013 9/4/13	17	Nomination invalid for several reasons , but should have been sent to address advised in Notice of Election
08/03/13	Creswell	Wants a men only swim session at Creswell Leisure Centre	Leisure	05/04/13	19	Ladies only swim session introduced because of demand, no one previously has requested a male only swim. Service to be reviewed to ascertain demand for both ladies and men only swim sessions
18/03/2013 28/3/13	Glapwell	Does not agree with 'bedroom tax'	Housing Finance & Revenues	28/03/13	8	New legislation is not a charge on rent but a cut in benefit as per Government legislation
25/03/13	Bolsover	Enquiries regarding Coalite site	Regeneration	12/04/13	10	New owners in discussions with Council but no Planning Application received as yet
27/03/13	Bolsover	Not happy with increased rent charges	Housing			Not responded to but within timescale

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					2	2		6	6	
Housing	3	3		3	3		1	1		2	2		9	9	
Legal	1	1					1	1					2	2	
Leisure	3	3		1	1		2	2		1	1		7	7	
Planning	4	4								1	1		5	5	
Regeneration	7	7		3	3		1	1		2	2		13	13	
Strategy & Performance	5	5											5	5	
Streetscene Services	14	14		2	2								16	16	
Total	41	41		13	13		6	6		8	8		68	68	

Table E: Summary of Stage One Complaints 02/1/13 – 31/3/13

07/01/13 & 08/01/13	Whitwell	Customer complaining that the burgundy bin had gone missing and was told they need to pay for new bin	Refuse	Resolved by Service Area 08/01/13	1	Refuse Co-ordinator agreed to replace bin on this occasion
09/01/13	South Normanton	Complaint with regard to bin lorry driving over grass verge.	Refuse	Resolved by Service Area 10/01/13	1	Refuse Team visited customer and resolved issue by talking to the bin crew.
09/01/13	South Normanton	Complaint with regard to length of time taken to assess benefit claim	Benefits	Resolved by Service Area 10/01/13	1	Benefits telephoned customer and explained the delay in assessment.
15/01/13	Creswell	Customer complaining with regard to planning issue.	Planning	Resolved by Service Area 15/01/13	0	Customer contacted and matter resolved with regard to the Planning issue.
15/01/13	Langwith	Customer complaining that replacement green bin has not yet been delivered	Refuse	Resolved by Service Area 16/1/13	1	Re ordered green bin, informed customer that bin will be delivered within 10 working days.
18/01/13	Whitwell	Customer complaint with regard to the burgundy bin collection	Refuse	Resolved by Contact Centre Manager 24/01/13	4	Informed customer that the problem with the burgundy bin had been due to the icy weather conditions and explained when the next collection would be carried out
23/01/13	Clowne	Customer complaint regarding the snow on the car park at the Arc	Property Services	Resolved by Service Area 23/1/13	0	Property Services contacted customer and explained what action would be undertaken
23/01/13	South Normanton	Complaint regarding the repair carried out to external door	Repair 485556	Resolved by Service Area 11/2/13	11	Visited 24th January resolved rear door issue - condensation

24/1/13	South Normanton	Complaint regarding inspection and remarks about humidity in house	Repair 485352	Resolved by Service Area 24/1/13	0	Customer contacted by Emergency & Responsive Manager who advised about humidity in property
24/01/13	Pleasley	Customer complaint with regard to the black bin collection	Refuse	Resolved by Contact Centre Manager 24/01/13	0	Informed customer that the problem with the black bin had been due to the icy weather conditions and explained when the next collection would be carried out
25/01/13	Carr Vale	Customer complaint with regard to the black bin collection	Refuse	Resolved by Contact Centre Manager 25/01/13	0	Informed customer that the problem with the black bin had been due to the icy weather conditions and explained when the next collection would be carried out
29/01/13	South Normanton	Customer complaining that the recycling rubbish was being left on front garden every time the bin was emptied	Refuse	Resolved by Contact Centre Manager 29/01/13	0	Crew returned and removed rubbish from garden
29/01/13	South Normanton	Customer complaining that the recycling rubbish was being left on front garden every time the bin was emptied	Refuse	Resolved by Contact Centre Manager 29/01/13	0	Crew returned and removed rubbish from garden
29/01/13	Blackwell	Customer complaint with regard to the burgundy bin collection	Refuse	Resolved by Service Area 14/02/13	12	Customer advised of burgundy bin collection - crew to empty next collection
30/01/13	Whitwell	Complaint regarding missed green bin	Refuse	Resolved by Service Area	12	Refuse contacted customer and arranged for the bin to be

		collection		15/02/13		emptied. Customer happy with response
30/01/13	Whitwell	Complaint with regard to repair to roof	Repair 486421	Resolved by Service Area 4/2/13	3	Work completed w/c 4/2/13 Tenant informed to contact repairs when plaster work is dry
01/02/13	South Normanton	Complaint with regard to receiving wrong information with regard to missed bins due to icy weather conditions	Refuse	Resolved by Service Area 14/02/13	8	Refuse contacted customer with regard to problem and customer happy with the explanation
01/02/13	Barlborough	Customer complaint with regard to the burgundy bin collection	Refuse	Resolved by Service Area 12/02/13	7	Apology given to customer and crew notified.
01/02/13	Bolsover	Complaint regarding missed green bin collection	Refuse	Resolved by Service Area 12/02/13	7	Crew returned and emptied bin
01/02/13	Bolsover	Complaint regarding missed green bin collection	Refuse	Resolved by Service Area 12/02/13	7	Apology given to customer and crew returned.
05/02/11	Shirebrook	Complaint with regard to repairs which have been stated complete by workmen but still outstanding	Repair 483222	Resolved by Service Area 12/4/13	46	Work arranged and carried out in April 2013
07/02/13	Shirebrook	Customer complaint with regard to the burgundy bin collection	Refuse	Resolved by Service Area 20/02/13	9	Recycling officer visited and explained the problem customer placed wrong items in recycling bin complaint resolved
08/02/13	Shirebrook	Complaint with regard to lack of central heating - customer not happy with timescale for repair	Repair 487556	Resolved by Service Area 12/4/13	43	Work arranged and carried out in March 2013

08/02/13	Stanfree	Customer complaint with regard to the black bin collection	Refuse	Resolved by Service Area 14/02/13	4	Message left on customer answer phone to ask to contact Refuse if there was still a problem. No contact made by customer
11/02/13	Hilcote	Customer complaining with regard to mould problem	Repair 479946	Resolved by Service Area 11/02/13	0	Visit took place with Contractors to assess the damp/mould stated due to condensation and advised the customer
15/02/13	Tibshelf	Customer complaint with regard to land purchase	Housing	Resolved by Service Area 15/02/13	0	Customer referred to Head of Housing for advice
19/02/13	Glapwell	Customer complaint with regard to Council Tax liability	Council Tax	Resolved by Service Area 21/02/13	3	Customer contacted with regard to the Recovery Acton and no further action to be taken
27/02/13	Hilcote	Customer complaining with regard to mould problem	Repair 479946	Resolved by Service Area 27/02/13	0	Emergency & Responsive Manager visited - problem was due to condensation
01/03/13	Whaley	Customer complaining that the 2 jobs for litter pick have not been done within timescale	Grounds Maintenance			Awaiting update from department
01/03/13	Bolsover	Customer complaining that the green bin has been missed again	Refuse	Resolved by Contact Centre Manager 01/03/13	0	Refuse team to go back and empty the green bin. Apology given to customer
04/03/13	Creswell	Customer complaining that the grounds maintenance request had not been actioned within timescales	Grounds Maintenance	Resolved by Contact Centre Manager 04/03/13	0	Informed customer that Grounds Maintenance apologise and they will action the job today 4.3.13 Also put in request for no dog fouling signs
11/03/13	Langwith Junction	Complaint regarding the fitting of combi boiler	Repair 490178	Resolved by Service Area 12/04/13	22	Co-ordinator visited property spoke to tenant and arranged for carpet to be dried out after fitting of boiler

12/03/13	Tibshelf	Customer complaining that the refuse lorry tipping equipment was faulty and leaving debris on the road	Refuse	Resolved by Service Area 20/03/13	6	Refuse Co-ordinator spoke to crew and stated that they must make sure any debris is cleared from road
13/03/13	Shirebrook	Complaint with regard to external doors not being replaced	Repair 487940	Resolved by Service Area 13/3/13	0	External doors to be fitted as soon as possible
18/03/13	Bolsover	Customer wants a refund on the bulky refuse request	Refuse	Resolved by Service Area 19/03/13	1	Refund given by Refuse Section
18/03/13	Whitwell	Complaint with regard to the parking of cars directly outside the Arc	Property Services	Resolved by Service Area 18/03/13	0	Instruction sent to staff and members with regard to parking cars directly outside office buildings
18/03/13	Creswell	Complaint regarding the usage of the swimming pool and not enough time between swimming lessons	Leisure	Resolved by Service Area 18/03/13	0	Leisure contacted customer and advised with regard to swimming lesson times
18/03/13	New Houghton	Complaint with regard to electric storage heaters in property	Repair 489376	Resolved by Service Area 12/04/13	17	Co-ordinated visited property spoke to tenant with regard to cost of heating. Explained situation with regard to electric storage heating and manual provided. Letter sent from Head of Housing to confirm what is going to happen with regard to the heating.
19/03/13	Barlborough	Complaint with regard to missed burgundy bin due to breakdown	Refuse	Resolved by Service Area 20/03/13	1	Customer contacted and Refuse collection arranged as a one off collection the following day

21/03/13	Langwith Junction	Complaint regarding timescales for repair	Repair 487204	Resolved by Service Area 12/04/13	15	Workmen have been out to measure outhouse door, co-ordinator informed customer of the timescale for repair
26/03/13	Scarcliffe	Customer complaining with regard to missed burgundy bin	Refuse	Resolved by Service Area 05/04/13	6	Refuse Manager endeavoured to contact customer but no response to telephone call
27/03/13	Barlborough	Complaint with regard to Grounds Maintenance request not being carried out	Grounds Maintenance			Awaiting update from department
27/03/13	Shirebrook	Complaint with regard to the way burgundy bins are emptied	Refuse	Resolved by Contact Centre Manager 10/04/13	8	Refuse Co-ordinator informed crew with regard to the burgundy bin collection
28/03/13	Hodthorpe	Complaint with regard to timescale for repair	Repair 487448	Resolved by Service Area 12/04/13	9	Explained to tenant that the door is not a standard door and has had to be ordered therefore delay in fitting

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			02/01/13 – 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		4	4	
Housing	22	17	5	7	3	4	4	2	2	13	6	7	46	28	18
Legal															
Leisure										1	1		1	1	
Planning										1	1		1	1	
Regeneration	1	1		1	1					2	2		4	4	
Strategy & Performance															
Streetscene Services	28	21	7	21	13	8	12	8	4	25	11	14	86	53	33
Total	52	40	12	31	19	12	16	10	6	44	23	21	143	92	51

Table G: Summary of Stage Two Complaints 02/01/13 – 31/3/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
04/01/13	Bolsover	Does not agree with development plans for Bolsover	Planning Regeneration	01/02/13	20	Information regarding development and decisions given
08/01/13	Pinxton	Ongoing neighbour dispute	Housing	04/02/13	19	Intermittent problem will investigate when occurs
08/01/13	Creswell	Boiler stopped working over Christmas period - CAN Ranger sent out to mend	Housing	04/02/13	19	Heating working at time of visit - thermostat replaced within 2 days of return to work
08/01/13	Unknown	Unable to carry out personal search when visited the offices	Legal ICT	28/01/13	12	Apology for inconvenience caused because keyboard/ PC was missing due to office move
15/01/13	Creswell	Unauthorised development and time taken to enforce against it	Planning	12/02/13	20	Explanation of Planning Enforcement process
17/01/13	Shuttlewood	Ongoing repairs at property	Housing	12/02/13	18	Work ordered - problems related to condensation
01/02/13	Tibshelf	Bins not emptied and no response to letter	Streetscene Services	15/02/13	10	Collections missed due to cars parked on street
31/01/13	Clowne	Does not agree with development plans for Clowne	Planning	15/02/13	11	Explanation of Planning process
21/02/13	Belph	Flytipping in Belph - no verbal update as promised	Streetscene Services	15/03/13	16	Apology and explanation
18/02/13	Elmton	Green bin not emptied, waste composting in bin and will not empty fully now	Streetscene Services	15/03/13	19	Apology for inconvenience and explanation of problems caused by inclement weather
22/02/13	Langwith	Rocket bands abraded son's waist, who is now upset and will not go swimming again	Leisure	08/03/13	10	Apology for negative experience - the red marks witnessed by staff consistent with marks produced by swimming goggles

Table G: Summary of Stage Two Complaints 02/01/13 – 31/3/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
19/02/13	Hodthorpe	Burgundy bin not being collected from rear of property	Streetscene Services	15/03/13	13	Apology for contractors not being aware of collection point
21/02/13	South Normanton	Refund not paid immediately and not dealt with respectfully	Finance & Revenues	01/03/13	4	Dealt with professionally, refund processed within timeframe
27/02/13	Shirebrook	Not happy with flytipping in area and how Council are dealing with it	Streetscene Services Customer Services Environmental Health	15/03/13	12	Explanation of actions taken and what is within the jurisdiction of the Council
13/03/13	Creswell	Problems with newly fitted front door - contractors have made three appointments but cancelled them all	Housing	10/4/13	17	Replacement door fitted, explanation of procedure when contract work carried out apology for length of time to resolve
20/03/13	Bolsover	Not happy with development plans for Bolsover	Planning	02/04/13	5	Explanation of planning process
27/03/13	Bolsover	Not happy with response regarding missed bin collections	Streetscene Services	12/04/13	10	Explanation of problems caused by inclement weather

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		1	1		18	18	
Community Services	2	2											2	2	
Democratic Services										1	1		1	1	
Environmental Health	2	2		4	4		9	9		1	1		16	16	
Finance & Revenues	6	6		17	17		8	8		1	1		32	32	
Housing	12	12		12	12		7	7		4	4		35	35	
ICT										1	1		1	1	
Legal	2	1	1*	2	2		2	2					6	5	1*
Leisure	2	2		2	2		1	1		1	1		6	6	
Planning	3	3		24	24		4	4		4	4		35	35	
Procurement	1	1											1	1	
Regeneration	3	3		4	4		3	3		1	1		11	11	
Strategy & Performance	2	2		2	2								4	4	
Streetscene Services	8	8		11	11		3	3		6	6		28	28	
Total	47	46	1*	83	83		45	45		21	21		196	195	1*

* Holding letter sent to allow consideration by the Legal Department

Table I: Summary of Stage Three Complaints 02/01/13 – 31/3/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
03/01/13	Bolsover	Parking in Bolsover if Planning Application is approved	Planning	23/01/13	14	Planning Regulations state that the Planning Department must make determination on planning application before them
11/01/13	Bolsover	Benefit application not resolved	Finance & Revenues	30/01/13	10	Being dealt with by Tribunal
11/01/13	Creswell	Not happy about Planning decision	Planning	07/02/13	19	Complaint not about matters which can be considered by Planning - civil dispute
11/01/13	Clowne	Not happy with stage two apology for delay in response from Legal (no statutory timescale)	Legal	07/02/13	19	Complaints have all been dealt with previously through corporate complaints/ Officer complaint/ Ombudsman complaints (3). Elected Member complaint ongoing and being addressed
29/01/13	Bolsover	Landlord still unhappy benefit payment not made direct to them	Revenues	12/02/13	10	Benefit Tribunal action superseded complaints process. Information in letter from Benefit Section addresses the issues raised
25/02/13	Pinxton	Still not happy that children are playing on grass outside flat	Housing	18/03/13	15	Housing to monitor and liaise with tenant
12/03/13	Langwith Junction	Not happy with response regarding rocket bands	Leisure	09/04/13	18	Advice given in stage two is still accurate

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 & 28/03/12	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 12/6/12 5/9/12	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	15/02/2012 22/5/12	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 as a 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 as a 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 did not properly consider 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 05/12/12	28		Awaiting decision
31/10/12	Clowne	Noise nuisance from bikes on Network Rail/ spare land	Legal Environmental Health Community Safety	23/11/12	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	Unhappy with Bolsover District Council Planning Department and Committee deciding on proposed development	Planning	17/12/12	2		Awaiting 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

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
20/2/13	Bolsover	Complains about the Council's decision to erect a two storey office block on the site of a car park in the centre of Bolsover and another site would have been preferable.	Planning			13/03/13	Not to initiate investigation
05/03/13	Bolsover	Unhappy with tribunal decision and how dealt with regarding housing benefit	Finance & Revenues			21/03/13	Not to investigate the complaint because it is not in jurisdiction (as the customer appealed to the housing benefit tribunal)

