

Committee:	Executive	Agenda Item No.:	8
Date:	5 <sup>th</sup> August 2013	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints		
Report by:	Customer Services Officer		
Other Officers Involved			
Director	Joint Director of Corporate Resources		
Relevant Portfolio Holder	Councillor R Bowler 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> April 2013 to 30<sup>th</sup> June 2013.

#### **Compliments**

Table A shows the number of written compliments received for the period. In total 54 written compliments were received (up from the previous quarter when we received 20). A good cross section of compliments were received from customers appreciating excellent service, including 17 for Customer Services, 13 for the Leisure Department and 9 each for the Planning and Streetscene Services Departments.

Table B shows the above information by department.

### Comments

Table C shows the number of written comments received for the period. All 13 (up from 7 the previous quarter) received were responded to within standard (20 working days). 5 comments were received for the Revenues and Benefits Department (4 of which were in relation to Central Government's Welfare Reforms).

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> April 2013 to 30<sup>th</sup> June 2013.

<b>Service Area</b>	<b>01/04/13– 30/06/13</b>	<b>Total</b>
Missed clinical waste collection	29 (18)	29(18)
Missed domestic or green bin collection	207 (188)	207 (188)
Missed burgundy bin collection	131(120)	131(120)
<b>Total</b>	<b>367 (326)</b>	<b>367 (326)</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 8,491 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. 46 complaints were received during this period, up from last quarter in which we received 17 complaints. 45 (98%) were responded to within our customer service standard of 20 working days. 14 complaints were for the Revenues and Benefits Section and 13 for the Housing Department.

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 6 stage three complaints were received, 5 (83%) of which were responded to within standard.

### Ombudsman

Table J shows the status of Ombudsman complaints for 2013/14 as of 16<sup>th</sup> July 2013. During this quarter, one formal investigation was received, for which we have received a provisional view not to pursue the complaint as the Ombudsman is happy with the Council's proposed actions. There were two outstanding Ombudsman complaints for the previous financial year. We have received a decision of 'To discontinue investigation - there is no fault in the Council considering the application as it is the proper planning authority' and are still awaiting one decision.

### Performance

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

## **ISSUES/OPTIONS FOR CONSIDERATION**

None

## **IMPLICATIONS**

Financial: - None

Legal: - None

HR & Payroll: - None

## **RECOMMENDATION**

**1. That the report be received**

## **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

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

ATTACHMENTS:                    **Y**

Table A: Compliments summary for the period 01/04/13 – 30/06/13  
Table B: Compliments summary by department 2013/14  
Table C: Comments summary for the period 01/04/13 – 30/06/13  
Table D: Comments summary by department 2013/14  
Table E: Stage one complaints summary for the period 01/04/13 – 30/06/13  
Table F: Stage one complaints summary by department 2013/14  
Table G: Stage two complaints summary for the period 01/04/13 – 30/06/13  
Table H: Stage two complaints summary by department 2013/14  
Table I: Stage three complaints summary for the period 01/04/13 – 30/06/13  
Table J: Ombudsman complaints summary for 2013/14

FILE REFERENCE: - N/A  
SOURCE DOCUMENT: - N/A

**Table A: COMPLIMENTS SUMMARY 01/04/13 – 30/06/13**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
08/04/2013	Shirebrook	Thanks to Housing staff and Head of Housing for providing an excellent service	Housing
11/04/2013	Shuttlewood	Thanks to Customer Advisor who arranged clean up of area	Customer Services
12/04/13	Tibshelf	Helpful advice from Benefits staff - efficient service	Revenues & Benefits
12/04/13	Bolsover	Operatives carrying out work to ceiling were polite, well-mannered and cleaned up after themselves	Housing
18/04/13	Shuttlewood	Thanks to both the Refuse Team and Contact Centre staff when requesting a smaller bin - all staff are wonderful	Customer Services Streetscene Services
23/04/13	Glapwell	Responsive Repair Operatives who attended were very polite and helpful	Housing
24/04/13	Blackwell	Bulky Waste Operatives very helpful, very speedy collection too	Streetscene Services
26/04/13	Creswell	Repairs Operative made very little mess and cleaned up after work carried out	Housing
26/04/13	Pleasley	Clean up of roads after new gas pipes had been laid	Streetscene Services
30/04/13	Doe Lea	Big thanks to litter pickers and grounds maintenance team - a sterling job and the area is much improved	Streetscene Services
30/04/13	Steetley	Clean up of fast food litter	Streetscene Services
02/05/13	Pleasley	Customer Advisor is a 'wonder woman' after sorting out bin problem	Customer Services
02/05/13	Shirebrook	Repairs Operatives made very little mess and cleaned up after work carried out to shower	Housing
03/05/13	South Normanton	Thank Customer Advisors for kindness	Customer Services
03/05/13	Clowne	Thanking a Customer Advisor for help with benefit claim and other advice	Customer Services
03/05/13	Unknown	Appreciation for helpful answer in relation to FOI request	Strategy & Performance
03/05/13	Shirebrook	Appreciation of work done in relation to Sportsworld and transport and opportunities	CEPT
03/05/13	Creswell	Hard work in relation to successful Sustainability Meeting	CEPT
03/05/13	Unknown	Hard work in relation to successful Bolsover Local Strategic Partnership - important in how it connects to Community Strategy	CEPT
03/05/13	Clowne	Hard work in relation to successful Sustainable Communities Refresh Launch	CEPT
03/05/13	Unknown	Very interesting Community Strategy Refresh Launch	CEPT

**Table A: COMPLIMENTS SUMMARY 01/04/13 – 30/06/13**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
03/05/13	Bolsover	Chairman's Charity fashion show a huge success and amount raised incredible	CEPT
10/05/13	Unknown	Hard work in relation to successful Bolsover Local Strategic Partnership	CEPT
16/05/13	Unknown	Customer Advisor on meet and greet very professional and went out of her way to be helpful	Customer Services
16/05/13	Whitwell	Repairs Operatives (Gas Engineer, Plumber, Electrician, Joiner) did a very professional job in relation to work to put in walk-in shower	Housing
23/05/13	Creswell	Thanks to Environmental Health Officer for all hard work in relation to nuisance neighbour - had a really positive impact on their lives	Environmental Health
24/05/13	Shirebrook	Thanking Customer Services for going the extra mile in relation to right to buy application	Customer Services
29/05/13	Bolsover	Thanks to Customer Advisor who arranged gully cleaning	Customer Services
30/05/13	Clowne	Thanks to Creswell Leisure Centre staff who do a fantastic job	Leisure
03/06/13	Pleasley	Thanks to Customer Services for detailed response to comment	Customer Services
03/06/13	South Normanton	Thanks to Customer Services and Leisure Department for support and response to request for free/ discounted access for Her Majesty's Armed Forces	Customer Services Leisure
06/06/13	New Houghton	Many thanks to refuse operatives for their hard work and kindness	Streetscene Services
06/06/13	New Houghton	Many thanks to clinical waste operatives for their hard work which goes unnoticed	Streetscene Services
10/06/13	Shirebrook	Thanks to CEPT team who were helpful with the Namibia project	CEPT
13/06/13	Bolsover	Big thanks to grounds maintenance team on roundabouts in Bolsover	Streetscene Services
13/06/13	Bolsover	Big thanks to grounds maintenance team on roundabouts in Bolsover	Streetscene Services
10/06/13	Bolsover	Thanks to Customer Advisor for helpful advice	Customer Services
13/06/13	Clacton-On-Sea	Thanks to Customer Advisor for excellent advice	Customer Services
13/06/13	Bolsover	Thank Leisure services - Boxing Club night a huge success	Leisure
21/06/13	Shirebrook	Thanks to Customer Services for dealing with a flytipping report very efficiently	Customer Services
24/06/13	Bolsover	Festival was a great event	Leisure Regeneration
24/06/13	Shuttlewood	Thanks to Customer Advisor for finding out details of historic pest control job	Customer Services

**Table A: COMPLIMENTS SUMMARY 01/04/13 – 30/06/13**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
24/06/13	Bolsover	Thanks for organising Festival - it was a great event	Leisure Regeneration
24/06/13	Bolsover	Thanks to the organisers of the Festival - it was great	Leisure Regeneration
24/06/13	Bolsover	We all had a great afternoon at the Festival - it was great	Leisure Regeneration
24/06/13	Bolsover	Thanks for organising Festival - it was a great event. Well done to all involved	Leisure Regeneration
24/06/13	Bolsover	Thanks to Customer Advisor for excellent service - always found to be very professional	Customer Services
24/06/13	Bolsover	Thanks for organising Festival - it was a great event. Well done to all involved	Leisure Regeneration
24/06/13	Creswell	Thanks for organising Festival - it was a great event. Well done to all involved	Leisure Regeneration
25/06/13	Langwith Junction	Thanks to all departments who helped when resident moved into property	Housing Customer Services Revenues & Benefits
26/06/13	Langwith Junction	Thanks for organising Festival - it was a great event. Well done to all involved	Leisure Regeneration
26/06/13	Creswell	Thanks for organising Festival - it was a great event. Well done to all involved	Leisure Regeneration
27/06/13	Bolsover	Thanks to Contact Centre service for help and advice	Customer Services
28/06/13	Shirebrook	Thank Leisure services - Festival was great	Leisure

**Table B: Compliments Summary by Department 2013/14**

<b>Department/Section</b>	<b>01/04/13 – 30/06/13</b>	<b>01/07/13 – 30/09/13</b>	<b>01/10/13– 31/12/12</b>	<b>04/01/13 – 31/03/13</b>	<b>Total</b>
	<b>No. of Compliments</b>	<b>No. of Compliments</b>	<b>No. of Compliments</b>	<b>No. of Compliments</b>	<b>No. of Compliments</b>
<b>CEO/ CEPT</b>	8				
<b>Customer Services</b>	17				
<b>Community Services</b>					
<b>Democratic Services</b>					
<b>Environmental Health</b>	1				
<b>Finance</b>					
<b>Housing</b>	7				
<b>Legal</b>					
<b>Leisure</b>	13				
<b>Planning</b>					
<b>Regeneration</b>	9				
<b>Revenues &amp; Benefits</b>	2				
<b>Strategy &amp; Performance</b>	1				
<b>Street Services</b>	9				
<b>Totals</b>	<b>67</b>				



**Table C: SUMMARY OF COMMENTS 01/04/13 – 30/06/13**

<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>
02/04/13	Shirebrook	Wants to know if Tesco are pulling out of the development at Shirebrook	Regeneration	12/04/13	8	Tesco are still proceeding with the development
08/04/13	Bolsover	Does not agree size of bedroom qualifies it to be counted in relation to benefits	Housing Revenues & Benefits	26/04/13	14	Explanation of room size criteria quoted is to do with space standards and overcrowding
10/04/13	Unknown	Wants to pass back Council Tax liability to Council	Revenues	10/05/13	20	Council Tax is payable
10/04/13	Hardwick	Dislikes having to pay by debit card - used to pay by credit card	Revenues	26/04/13	12	Explanation that old system not robust enough to reject credit cards
18/4/1314	Shirebrook	Two Refuse Collection Vehicles collecting green waste on same street	Streetscene Services	15/05/13	18	Explanation of 'zoned' collection areas and that if a team has completed their area will help the other team to complete
24/04/13	Whaley Thorns	Issues regarding litter and leisure service provision	Streetscene Services Leisure	16/05/13	16	Advice on how to access services
07/05/13	Glapwell	Are there plans to build more one bedroomed properties	Housing Regeneration	14/05/13	5	Housing needs survey to ascertain if any need for one bedroomed properties
08/05/13	Clowne	Further comments in relation to stage two complaint and Freedom of Information request	Strategy & Performance Planning	17/05/13	7	Explanation of Planning process and redaction of personal details
08/05/13	Bolsover	Had Council Tax reminder before time is up to pay and should not be paying it	Revenues	17/05/13	7	Explanation of council tax support scheme

**Table C: SUMMARY OF COMMENTS 01/04/13 – 30/06/13**

<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>
		because on benefits				
17/05/13	South Normanton	Member of Her Majesty's Armed Forces and would like free leisure facilities as provided by some other local authorities	Leisure	23/05/13	4	Apology for non response, offer of a reduced rate and report to be written for consideration by Elected Members
20/05/13	Langwith	Would like a joint approach to the problems with littering and antisocial behaviour in Poulter Country Park	Streetscene Services Community Services Environmental Health	31/05/13	8	Multi agency approach Derbyshire County Council, Police and Community Services to organise a clean up and patrols
24/05/13	Barlborough	Wants to know if there is any help regarding the business rates burden to businesses	Finance Regeneration	03/06/13	5	Advice given with regard to non domestic rate charges and potential joint leisure service working
24/06/13	Glapwell	Wants to know if the Council will ignore results of housing survey like we did with Council tax survey	Revenues	11/07/13	13	Re-iterated advice previously given that the Council is not able to comment on the need for properties until we have the results of the survey. Links given regarding result of Council Tax consultation and reports to Executive and Council

**Table D: Comments Summary by Department 2013/14**

<b>Department/Section</b>	<b>01/04/13 – 30/06/13</b>			<b>01/07/13 – 30/09/13</b>			<b>01/10/13– 31/12/13</b>			<b>04/01/14 – 31/03/14</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>CEO/ CEPT</b>															
<b>Customer Services</b>	1														
<b>Community Services</b>															
<b>Democratic Services</b>															
<b>Environmental Health</b>	1														
<b>Finance</b>	1														
<b>Housing</b>	2														
<b>Legal</b>															
<b>Leisure</b>	2														
<b>Planning</b>	1														
<b>Regeneration</b>	3														
<b>Revenues &amp; Benefits</b>	5														
<b>Strategy &amp; Performance</b>	1														
<b>Street Services</b>	3														
<b>Total</b>	20														

<b>Table E: Summary of Stage One Complaints 01/04/13 – 30/06/13</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>
03/04/13	Bolsover	Complaint with regard to work carried out on toilet	Repair 490550	Resolved by Service Area 03/04/13	0	Inspector spoke to tenant and additional job raised to solve the problem
03/04/13	South Normanton	Complaint with regard to missed black bin	Refuse	Resolved by Service Area	1	Refuse Team arranged for black bin to be emptied on the next collection day
08/04/13	Tibshelf	Complaint with regard to mess being left after work carried out	Repair 490805	Resolved by Service Area 26/04/13	14	Operative returned to clear up from previous repair
10/04/13	Creswell	Complaint with regard to ongoing mould problem	Repair 490145	Resolved by Service Area 10/04/13	0	Inspector ordered fan to be fitted and visited customer with regard to this issue.
11/04/13	Shirebrook	Complaint with regard to length of time taken for inspection to be carried out	Repair 490430			Awaiting department response
11/4/13	Newton	Customer complaining that the assisted black bin had been missed	Refuse	Resolved by Contact Centre Manager 11/04/13	0	Refuse Team arranged for the assisted bin to be collected on the following day

12/04/13	Pinxton	Customer complaint with regard to the delivery of burgundy bin and caddy and the fact that the caddy is out of stock delaying the delivery	Refuse	Resolved by Contact Centre Manager 12/04/13	0	Arranged for the recycling waste to be collected until the burgundy bin is delivered customer happy with this.
12/04/13	Langwith Junction	Complaint with regard to workmen getting tenant out of bed when doing job outside	Repair 487204	Resolved by Service Area 12/04/13	0	Inspector telephoned customer and apologised
19/04/13	Pleasley	Complaint regarding staff member of Property Services	Property Services	Resolved by Service Area	0	Forwarded to Head of Property Services who contacted the customer with regard to member of staff
22/04/13	Whitwell	Customer complaining with regard to having to purchase burgundy and green bins	Refuse	Resolved by Service Area	1	Unable to contact customer Informal Complaint terminated
22/04/13	Creswell	Complaint with regard to length of time taken for work to fence to be carried out	Repair 493143			Awaiting department response
23/04/13	Bramley Vale	Complaint with regard to missed burgundy bin	Refuse	Resolved by Service Area	1	Arranged for the bin to be emptied the following week customer satisfied with response
26/04/13	Doe Lea	Complaint with regard to missed black bin. Also complaint with regard to bulky request	Refuse	Resolved by Service Area	2	Arranged for bin to be emptied and bulky refunded

30/04/13	Clowne	Complaint with regard to Graffiti on old Clowne Contact Centre building	Grounds Maintenance	Resolved by Service Area	0	Customer advised that the Graffiti will be removed as soon as possible new job raised
01/05/13	Langwith	Complaint with regard to missed green bin	Refuse	Resolved by Service Area	2	Spoke to the customer advised that the matter has been addressed with regard to the missed bin
07/05/13	South Normanton	Complaint with regard to Grounds Maintenance strimming customers plants	Grounds Maintenance	Resolved by Service Area	3	Unable to contact customer Informal Complaint terminated
08/05/13	Shirebrook	Complaint with regard to the quality of work previously carried out	Repair 494176	Resolved by Service Area 09/05/13	1	New job raised and tenant informed with regard to timescales
10/05/13	South Normanton	Complaint with regard to damage to property whilst repairs being carried out	Repair 488130			Awaiting department response
10/05/13	Shirebrook	Complaint with regard to how long scaffolding has been at property without having any work carried out	Repair 493723	Resolved by Service Area 10/05/13	0	Contacted tenant and next available work slot allocated to carry out the work.
10/05/13	Clowne	Complaint with regard to council tax payments requesting review of payments	Revenues	Resolved by Service Area	2	Customer contacted and advised to contact CAB Service as Recovery action will continue
13/05/13	Shirebrook	Complaint with regard to the length of time taken for Grounds	Grounds Maintenance			Awaiting department response

		Maintenance request				
13/05/13	Creswell	Complaint with regard to how the grass has been cut by Grounds Maintenance	Grounds Maintenance			Awaiting department response
13/05/13	Pinxton	Complaint with regard to the length of time taken for Grounds Maintenance request	Grounds Maintenance			Awaiting department response
13/05/13	Bolsover	Complaint with regard to length of time taken to carry out work	Repair 483701	Resolved by Service Area 05/07/13	39	Arranged with tenants for Baggley and Jenkins to attend.
16/05/13	Shirebrook	Complaint with regard to the quality of work previously carried out	Repair 485463	Resolved by Service Area 17/05/13	1	Inspector visited property unable to contact tenant - carded property and Inspector has looked at the quality of the work and discussed with tenant
17/05/13	Glapwell	Complaint with regard to missed green bin and telephone conversation with Customer Advisor	Refuse	Resolved by Contact Centre Manager	0	Spoke to customer with regard to the issue around the missed green bin. Informed customer that the matter had been raised with the member of staff regarding the telephone conversation

28/05/13	Pleasley	Complaint with regard to time taken to refund council tax payment	Revenues			Awaiting department response
29/05/13	Bolsover	Complaint with regard to timescales for litter pick	Grounds Maintenance			Awaiting department response
30/05/13	Creswell	Complaint with regard to the length of time taken for Grounds Maintenance request	Grounds Maintenance	Resolved by Contact Centre Manager	1	Spoke to Grounds Maintenance regarding the problem - informed customer of the timescales
30/05/13	South Normanton	Complaint with regard to the quality of work previously carried out by contractors	Repair 494182	Resolved by Service Area 30/05/13	0	Contacted contractors and arrange for work to be completed to correct standard
31/05/13	Tibshelf	Complaint with regard to staff member in Contact Centre	Contact Centre	Resolved by Contact Centre Manager	0	Contact Manager contacted customer stated that the matter had been addressed with the member of staff and apologised
03/06/13	Creswell	Complaint with regard to missed black bin	Refuse	Resolved by Service Area	1	Addressed problem with customer arranged for bin to be emptied
04/06/13	South Normanton	Complaint with regard to the quality of work previously carried out	Repair 495225	Resolved by Service Area 05/07/13	23	Order raised to fit threshold strip - agreed with tenant.
05/06/13	Whitwell Common	Complaint with regard to length of time taken to carry out work	Repair 493798	Resolved by Service Area 05/06/13	0	Contacted tenant and work booked in at time convenient to tenant
06/06/13	Whitwell	Complaint with regard to missed green bin	Refuse	Resolved by Service Area	0	Customer contacted and arranged for the bin to be emptied



06/06/13	Bolsover	Complaint with regard to staff member in Contact Centre	Contact Centre	Resolved by Contact Centre Manager	3	Contact Manager contacted customer stated that the matter had been addressed with the member of staff and apologised
07/06/13	Bolsover	Complaint with regard to Grounds Maintenance cutting down tree	Grounds Maintenance			Awaiting department response
11/06/13	Clowne	Complaint with regard to noise problem and time taken to deal with the issue	Housing	Resolved by Contact Centre Manager	2	Housing contacted customer and discussed issues
14/06/13	Mastin Moor	Complaint with regard to green bin operative damaging the hedge	Refuse	Resolved by Service Area	4	Spoke to customer and advised that operative has been told not to damage hedge
14/06/13	Scarcliffe	Complaint with regard to length of time taken to answer the telephone	Contact Centre	Resolved by Contact Centre Manager	1	Telephoned customer and explanation given to the wait on the telephone system
14/06/13	Shirebrook	Complaint with regard to missed burgundy bin	Refuse	Resolved by Service Area	4	Spoke to customer as there had been some confusion over his bin days bin to be emptied following week
14/06/13	Shirebrook	Complaint with regard to state of grass verges	Grounds Maintenance			Awaiting department response

14/06/13	Langwith	Complaint with regard to the quality of work previously carried out by contractors	Repair 495005	Resolved by Service Area 19/06/13	3	Customer contacted work completed satisfactorily
19/06/13	Bramley Vale	Complaint with regard to the standard of work carried out on Welfare job	Repair 49369	Resolved by Service Area 25/06/13	4	Customer contacted and explained that the workman needed longer to carry out the work - rescheduled with tenant
19/06/13	Glapwell	Complaint with regard to state of grass verges	Grounds Maintenance			Awaiting department response
20/06/13	Pinxton	Complaint with regard to the length of time taken for Grounds Maintenance request	Grounds Maintenance			Awaiting department response
20/06/13	Bolsover	Complaint with regard to the length of time taken for Grounds Maintenance request	Grounds Maintenance			Awaiting department response
21/06/13	Bolsover	Complaint with regard to grass verge	Grounds Maintenance			Awaiting department response
21/06/13	Barlborough	Complaint with regard to length of time taken for replacement burgundy bin	Refuse	Resolved by Service Area	3	Spoke to customer and arranged for the bin to be delivered
21/06/13	Shirebrook	Complaint with regard to missing Direct Debit	Housing	Second stage complaint	0	Escalated to second stage complaint
25/06/13	Bolsover	Complaint with regard to missed burgundy bin	Refuse	Resolved by Service Area	1	Telephoned customer and rectified the problem with the missed bin so that problem did not happen in the future

27/06/13	Clowne	Complaint with regard to how Ranger request was carried out	Rangers	Resolved by Service Area	1	Customer contacted and questioned with regard to complaint, customer stated that there was no problem with regard to how the request was carried out
27/06/13	South Normanton	Complaint with regard to the length of time taken for Grounds Maintenance request	Grounds Maintenance			Awaiting department response
27/06/13	Clowne	Customer requested anomy but felt this had been breached	Rangers	Resolved by Service area	0	Housing contacted customer and discussed issues
27/06/13	Pleasley	Complaint with regard to grass verge spraying	Grounds Maintenance			Awaiting department response
28/06/13	Clowne	Complaint with regard to garden	Repair 495821			Awaiting department response
28/06/13	Whitwell	Complaint with regard to length of time taken to remove dead animal	Grounds Maintenance			Awaiting department response
28/06/13	Bolsover	Complaint with regard to missed burgundy bin	Refuse			Awaiting department response

**Table F: Stage One Complaints Summary by Department 2013/14**

<b>Department/Section</b>	<b>01/04/13 – 30/06/13</b>			<b>01/07/13 – 30/09/13</b>			<b>01/10/13 – 31/12/13</b>			<b>04/01/14 – 31/03/14</b>			<b>Total</b>		
	<b>No. of Stage One Complaints</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Stage One Complaints</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Stage One Complaints</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Stage One Complaints</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Stage One Complaints</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>
<b>CEO/ CEPT</b>															
<b>Customer Services</b>	2	2													
<b>Community Services</b>	2	2													
<b>Democratic Services</b>															
<b>Environmental Health</b>															
<b>Finance</b>															
<b>Housing</b>	14	8	3												
<b>Legal</b>															
<b>Leisure</b>															
<b>Planning</b>															
<b>Regeneration</b>	1	1													
<b>Revenues &amp; Benefits</b>	2	1													
<b>Strategy &amp; Performance</b>															
<b>Street Services</b>	17	13													
<b>Total</b>	<b>38</b>	<b>27</b>	<b>3</b>												

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

<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>
02/04/13	Creswell	Cricket pitch churned up after traffic from joint event taken place on it	Community Services	05/04/13	3	Apology and lead organisation (Fire and Rescue) to remedy
03/04/13	Bolsover	Objection to propose development	Planning	12/04/13	7	Explanation of planning process
05/04/13	South Normanton	Unhappy about non-response regarding missed bin collection	Streetscene Services			Withdrawn – happy with actions taken
12/04/13	Shirebrook	Non-response to benefit complaint	Revenues & Benefits	26/04/13	10	Explanation for delays in processing
11/04/13	Whaley Common	Heating not considered efficient and wants to buy house	Housing	09/05/13	19	Explanation of heating system in property and advice given on Right to Buy
12/04/13	Sutton-In-Ashfield	Unhappy with queues at Contact Centres when paying friend's rent and council tax	Customer Services	09/05/13	17	Apology for queues and advice regarding alternative ways to pay
15/04/13	Whitwell	Feels the electrics are dangerous	Housing	23/04/13	6	Tenant's electrician left fault, rectified by Council's electrician
17/04/13	Whitwell	Feels repairs have not been completed at property	Housing	15/05/13	18	Explanation of planned works
17/04/13	South Normanton	Heating not considered efficient	Housing	26/04/13	7	Heating is satisfactory and will not be replaced
17/04/13	Clowne	Letter sent out in correct font, but enclosed form was not, also advice given is not considered correct	Revenues & Benefits	13/05/13	17	Apology that wrong form was sent out and in wrong format, explanation of what to do for assistance in future
17/04/13	Shirebrook	Had letter from Council	Housing	22/04/13	3	Apology for letter sent out in error

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

<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>
		advising of rent arrears for garage				
17/04/13	Clowne	Queues at Contact Centre wants more staff	Customer Services	10/05/13	16	Apology for queues and advice regarding alternative ways to pay
17/04/13	Clowne	No response regarding Council Tax liability	Revenues & Benefits	26/04/13	7	E-mail had been sent to DCC not Bolsover District Council, single occupier discount not applied as friend lives at property and claims benefit from that address
17/04/13	Pinxton	No response from the Revenues Section regarding Council Tax request to pay by 12 instalments and difficulty in getting through by telephone	Revenues & Benefits	26/04/13	7	Customer had asked to pay over 12 months but not by direct debit until after first payment made, which was actioned overnight after the bill was issued
17/04/13	Bolsover	Kitchen Croft left off planning application	Planning	08/05/13	14	Kitchen Croft has been included on all Planning Applications and maps
19/04/13	Shirebrook	No consultation about wind farm	Planning	15/05/13	15	Planning application for 6 turbines (not 12), consulted with properties affected; resident still has opportunity to object
23/04/13	Bolsover	Time taken to process benefit application	Revenues & Benefits	16/05/13	17	Apology for delay, in part caused by lack of evidence provided by claimant
22/04/13	Shirebrook	Not consulted about proposed wind farm	Planning	15/05/13	14	Planning application for 6 turbines, consulted with properties affected and still has opportunity to object

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

<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>
03/05/13	Clowne	Not informed about bus pass renewal	Finance	21/05/13	13	Gold Card administered under guidance from Derbyshire County Council
03/05/13	Barlborough	Queues at Contact Centre wants more staff	Customer Services	16/05/13	9	Apology for queues and advice regarding alternative ways to pay
08/05/13	Pinxton	Had a reminder letter for garage plot rent and not happy with site	Housing	30/05/13	15	Explanation charge for garage site set by Council
08/05/13	Bolsover	Wants backdated benefit - arrears accrued	Housing Revenues & Benefits	28/05/13	13	Applicant had not supplied information to progress claim
10/05/13	Whitwell	Wants replacement door quicker than timescale advised	Housing	22/05/13	8	Door not justified to replace at time of inspection, however now being replaced quicker because of deterioration
17/05/13	Stanfree	Is unhappy with time allocated to him to present his objections at a Planning meeting	Planning	07/06/13	9	Resident had allotted five minutes plus time to read out petition and respond to requests for clarification
17/05/13	Creswell	Not happy with advice or treatment when paying at cash desk	Customer Services	29/05/13	7	Advice given was correct, apology for upset caused
24/05/13	Clowne	Wants to know why bin was not emptied and what can be put in burgundy and black bins	Streetscene Services	10/06/13	10	Information given and explanation of why waste was stuck in bin
24/05/13	Pinxton	Problems with repairs to property	Housing	11/06/13	10	Explanation of actions taken

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

<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>
22/05/13	Pinxton	Waste left on grass verge either side of M1 bridge on Brookhill Lane	Streetscene Services	13/06/13	15	Apology for lack of communication
28/05/13	Creswell	Wants more staff on the reception at Clowne Contact Centre	Customer Services	05/06/13	6	Apology for queues and advice regarding increase in face to face callers
13/05/13	Clowne	Feels housing application was cancelled vindictively	Housing	05/06/13	16	Error made by department cancelling housing applications too quickly (which possibly affected more than one applicant)
31/05/13	Bolsover	Data Protection breach - letter sent to wrong address in relation to noise nuisance	Environmental Health	26/06/13	18	Information passed to the Council by the Police
31/05/13	Clowne	Does not want to provide information relating to his carer's as feels breaches their protected data	Revenues & Benefits Legal	02/07/13	22	Information required for benefit purposes
31/05/13	Clowne	Complaints regarding Gold Card and wants bigger envelopes	Customer Services Finance	14/06/13	10	DCC responsible for Gold Card and accompanying letter, larger envelopes will be used as appropriate
06/06/13	Pinxton	Does not agree with backdated Council Tax payable	Revenues & Benefits	14/06/13	6	Benefit based on calculations provided by claimant
06/06/13	Barlborough	Has had Council Tax disregard cancelled, son was an apprentice during period of disregard	Revenues & Benefits	13/06/13	6	Chronology shows that a single occupier discount was applied (due to only one over 18 in property) not a student disregard



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

<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>
23/05/13	Shirebrook	Not happy with neighbour - no improvement with hedge which he feels is unacceptably high	Housing Community Services	14/06/2013	15	Hedge not of an unacceptable height, Housing Department working with both tenants to resolve
11/06/13	Bolsover	Unhappy that comment was removed from facebook in relation to elected member	Strategy & Performance Legal	26/06/13	10	Facebook post deemed to be political
06/06/13	Bakestone Moor	Neighbour putting clinical waste near tenant's back door	Housing Customer Services	27/06/13	15	Clinical waste kept in a secure location well away from neighbouring property
19/06/13	Creswell	Request for grounds maintenance at garage site	Streetscene Services	04/07/13	11	Apology for lack of maintenance in past and advised plan of action
18/06/13	Bolsover	Landlord - Benefit claim for tenant	Revenues & Benefits	04/07/13	12	Explanation that claimant needs to pursue through benefit appeals process
18/06/13	Creswell	Garage rent review	Housing	15/07/13	19	Explanation no record of tenancy termination and bill reduced to take into account tenant expense to secure garage
21/06/13	Shirebrook	Submitted two direct debit forms (CT and rents) and received arrears letter from Housing	Customer Services Revenues & Benefits	28/06/13	5	Council Tax and Rent direct debit form filed together in Revenues Section
26/06/13	Bolsover	Not had burgundy bin emptied for a month	Streetscene Services			Outstanding but within timescale

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

<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>
27/06/13	Shirebrook	Length of time taken to sort benefit claim	Revenues & Benefits	03/07/13	4	Explanation of actions taken, apology for delay in re-consideration
27/06/13	Shuttlewood	Length of time taken to sort benefit claim	Revenues & Benefits	03/07/13	4	Explanation of actions taken, apology for delay in re-consideration
27/06/13	South Normanton	State of garden when moved into property - were promised a one-off cut which did not happen	Streetscene Services			Outstanding but within timescale
28/06/13	Shirebrook	Council Tax changes of circumstances not amended in a timely way	Revenues & Benefits	12/07/13	9	Explanation regarding delay (amount of correspondence) - customer had contributed to delay by not advising of change

**Table H - Complaints (Stage 2) Summary by Department 2013/14**

Department/Section	01/04/13– 30/06/13			01/07/13– 30/09/13			01/10/13 31/12/13			04/01/14– 31/03/14			Total 2013/14		
	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>CEO/ CEPT</b>															
<b>Customer Services</b>	8	8													
<b>Community Services</b>	2	2													
<b>Democratic Services</b>															
<b>Environmental Health</b>	1	1													
<b>Finance</b>	2	2													
<b>Housing</b>	13	13													
<b>Legal</b>	2	1	1												
<b>Leisure</b>															
<b>Planning</b>	5	5													
<b>Procurement</b>															
<b>Regeneration</b>															
<b>Revenues &amp; Benefits</b>	14	14													
<b>Strategy &amp; Performance</b>	1	1													
<b>Street Services</b>	4	4													
<b>Total</b>	<b>52</b>	<b>51</b>	<b>1</b>												

**Table I: Summary of Stage Three Complaints 01/04/13 – 30/06/13**

<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>
18/04/13	Bolsover	Landlord still unhappy benefit payment not made	Revenues	07/05/13	10	Benefit Tribunal action supersedes the complaints process
07/05/13	Creswell	Not happy with resolution for replacement door	Housing	05/06/13	20	Door has been made bespoke for property - delay caused by tenant
08/05/13	Creswell	Was told fencing for all estate would be erected and now had to fence off her own property	Housing	10/06/13	22	Apology for incorrect advice given in relation to temporary repairs but correct advice given in relation to proposed replacement fence
16/05/13	Bolsover	Wants to know position of Kitchen Croft	Planning	06/06/13	14	Re-iterated advice given previously, Kitchen Croft on all Planning Applications and maps
24/05/13	Shirebrook	Wants everyone to be informed of proposed planning applications (in relation to wind farms)	Planning	14/06/13	15	Confirmed advice given in stage two response, the Planning Department consulted with properties affected
20/06/13	Pinxton	Problems with Council Tax Benefit and have been left with an overpayment to pay back	Revenues	08/07/13	12	Advised changes in benefit due to changes in employment not being reported by the claimant at the time of the change

**Table J: Summary of Ombudsman Complaints 2013/14**

<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>
12/10/12	Bolsover	The Council recently 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	09/11/2012	28 (calendar)		Awaiting decision
13/12/12	Stanfree	Unhappy with Bolsover District Council Planning Department and Committee deciding on proposed development	Planning	17/12/12	2	21/05/2013	<b>To discontinue investigation</b> - there is no fault in the Council considering the application as it is the proper planning authority
05/04/13	Clowne	Antisocial behaviour during football matches adjacent to property	Leisure Community Services Councillors Reid and Murray-Carr Environmental Health	03/07/13	20		<b>Provisional view - not to pursue</b> as the LGO is happy with the Council's proposed actions