

aCommittee:	Executive	Agenda	8
Date:	28 th October 2013	Item No.:	
		Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments and 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 1st July 2013 to 30th September 2013.

Compliments

Table A shows the number of written compliments received for the period. In total 26 written compliments were received (down from the previous quarter when we received 54). A cross section of compliments was received from customers appreciating excellent service, including 7 each for the Customer Services 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. 7 out of 8 (88%) received were responded to within standard (20 working days).

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 July 2013 to 30th September 2013.

Service Area	01/04/13– 30/06/13	01/07/13 – 30/09/13	Total
Missed clinical waste collection	29 (18)	15 (9)	44 (27)
Missed domestic or green bin collection	207 (188)	513 (481)	720 (669)
Missed burgundy bin collection	131(120)	128 (119)	259 (239)
Total	367 (326)	656 (609)	1023 (935)

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 9,294 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 46 complaints. All 38 were responded to within our customer service standard of 20 working days.

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 of which were responded to within standard.

Ombudsman

Table J shows the status of Ombudsman complaints for 2013/14 as of 3rd October 2013. During this quarter, two decisions were received without the need for to investigate. One decision was of 'Not in jurisdiction and the discretion to investigate was not exercised' and the other of 'Not to investigate – as there is insufficient injustice'. We are still awaiting one decision from the period 2012/13.

Performance

The target of 100% has been achieved for responding to stage two complaints within 20 working days this quarter, making the cumulative performance 99% to date.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: - None

Legal: - None

HR & Payroll: - None

RECOMMENDATION(S)

That the report be received

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

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

ATTACHMENTS: **Y**

Table A: Compliments summary for the period 01/07/13 – 30/09/13

Table B: Compliments summary by department 2013/14

Table C: Comments summary for the period 01/07/13 – 30/09/13

Table D: Comments summary by department 2013/14

Table E: Stage one complaints summary for the period 01/07/13 – 30/09/13

Table F: Stage one complaints summary by department 2013/14

Table G: Stage two complaints summary for the period 01/07/13 – 30/09/13

Table H: Stage two complaints summary by department 2013/14

Table I: Stage three complaints summary for the period 01/07/13 – 30/09/13

Table J: Ombudsman complaints summary for 2013/14

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

Table A: COMPLIMENTS SUMMARY 01/07/13 – 30/09/13

Date Received	Area	Summary of Compliment	Departments Involved
15/07/13	South Normanton	Thanks to Environmental Health Officer for dealing with noise from nuisance	Environmental Health
23/07/13	Bolsover	Thanks to CEPT team who were helpful with dissertation	CEPT
31/07/13	Unknown	Thanks to help from Environmental Health when she found a foreign body in some food	Environmental Health
01/08/13	Whaley Thorns	Flytipping cleared up within 2 days - thanks for the speedy service	Streetscene Services
31/07/13	Whitwell	Good customer services provided by Customer Advisor	Customer Services
31/07/13	Creswell	Well done to Customer Advisor and Grounds Maintenance team for getting path cleared	Customer Services Streetscene Services
01/08/13	Pinxton	Shower fitted at property, the repairs operatives were very good and cleared up afterwards	Housing
14/08/13	Sheffield	Helpful advice from Revenues staff during a stressful time	Revenues & Benefits
22/08/13	Bakestone Moor	Excellent work by Grounds Maintenance team at property	Streetscene Services
23/08/13	Shirebrook	Speedy response when reported street light repair through BDC	Customer Services
30/08/13	Newton	Customer Service Advisor helpful and friendly	Customer Services
28/08/13	South Normanton	Duty Officer in Planning answered solicitor's queries swiftly and enabled them to move over the bank holiday	Planning
06/09/13	Shirebrook	Thanks to Litter bin and Litter picking operative	Streetscene Services
09/09/13	Whitwell	Thanks for cutting grass at relet property	Streetscene Services Housing
10/09/13	Scarcliffe	Thanks to Customer Advisor for sorting missed bin request	Customer Services
11/09/13	South Normanton	Thanks to Grounds Maintenance Team for clearing leaves and debris	Streetscene Services
11/09/13	Tibshelf	Thanks to Community Action Network Rangers for sorting noise complaint	Community Services
20/09/13	Shirebrook	Excellent Thriving Families event	CEPT
23/09/13	Langwith	Thanks to Environmental Health Department attending Langwith Show - especially Dog Warden and dog micro-chipping stall	Environmental Health
25/09/13	Clowne	Thanks to litter picking operative who did an excellent job	Streetscene Services
27/09/13	Pinxton	Thanks to Customer Services Support Officer and the Consultant Environmental Health Officer for their help with problem neighbours	Customer Services Environmental Health
27/09/13	Shirebrook	Bolsover District Sports Awards - another lovely evening	Leisure
27/09/13	Shirebrook	Bolsover District Sports Awards - great night, it's much appreciated	Leisure
27/09/13	Bolsover	Thanks to Customer Advisor for all her help with various issues	Customer Services

Table A: COMPLIMENTS SUMMARY 01/07/13 – 30/09/13

Date Received	Area	Summary of Compliment	Departments Involved
27/09/13	Clowne	Bolsover District Sports Awards, thank you for a great evening	Leisure
27/09/13	Clowne	Bolsover District Sports Awards, a marvellous event	Leisure

Table B: Compliments Summary by Department 2013/14

Department/Section	01/04/13 – 30/06/13	01/07/13 – 30/09/13	01/10/13– 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
CEO/ CEPT	8	2			10
Customer Services	17	7			24
Community Services		1			1
Democratic Services					
Environmental Health	1	4			5
Finance					
Housing	7	2			9
Legal					
Leisure	13	4			17
Planning		1			1
Regeneration	9				9
Revenues & Benefits	2	1			3

Strategy & Performance	1			1
Street Services	9	7		16
Totals	67	29		96

Table C: SUMMARY OF COMMENTS 01/07/13 – 30/07/13

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
17/07/13	Tibshelf	Found it difficult to get hold of gas and electricity keys when taken tenancy of Council property	Housing	14/08/13	20	Helpful suggestion which the Housing department is looking at the cost of supplying with each new sign up
18/07/13	Unknown	Wants to pass back Council Tax liability to Council	Revenues	30/07/13	8	Reiterated that Council Tax is payable
19/07/13	Unknown	Wants repair/ inspector service on Saturdays for those who work	Housing	29/07/13	6	The idea was trialled in reent years with very little take up - too costly to resurrect
31/07/13	Whitwell	Does not agree bedroom should be counted in relation to benefits	Housing Revenues & Benefits	29/08/13	20	Explanation of 'bedroom tax' and DHP
28/08/13	Pinxton	Wants to report ASB and noise nuisance	Housing Environmental Health	03/09/13	4	Environmental Health Department to investigate
29/08/13	Shirebrook	Wants to know how regeneration funding is to be spent	Regeneration Finance	3/10/13	24	Explanation of difference between grant funding and capital receipt
03/09/13	Newton	Does not agree with the grounds maintenance carried out on hawthorn hedge	Streetscene Services	12/09/13	7	Bolsover does work on contract to Parish Council - the work in question was not carried out by

Table C: SUMMARY OF COMMENTS 01/07/13 – 30/07/13

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
		around play area				BDC
25/09/2013	Clowne	Other residents parking on grass verge	Housing DCC			Open and within timescale

Table D: Comments 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		
	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
CEO/ CEPT															
Customer Services	1	1											1	1	
Community Services															
Democratic Services															
Environmental Health	1	1		1	1								2	2	
Finance	1	1		1		1							2	1	1
Housing	2	2		5	5								7	7	
Legal															
Leisure	2	2											2	2	
Planning	1	1											1	1	
Regeneration	3	3		1	1								4	4	
Revenues & Benefits	5	5		2	2								7	7	
Strategy & Performance	1	1											1	1	
Streetscene Services	3	3		1	1								4	4	
Total	20	20		11	10	1							31	30	1

Table E: Summary of Stage One Complaints 01/07/13 – 30/09/13						
Date Received	Area	Summary of Complaint	Departments Involved	Date Resolved/ Or Progressed to Stage 2 Complaint	No of work days	Remedy
1/7/13	Clowne	Overgrown branches pushing onto fencing	458856	Grounds Maintenance	13	Job completed
2/7/13	Creswell	Complaint regarding work not carried out to garage door	494653	Resolved by Service area	13	Job completed by Evendine
3/7/13	South Normanton	Incident between customer vehicle and RCV	449016	Refuse	1	Resolved by service area
5/7/13	South Normanton	Complaint with regard to standard of work undertaken	495255	Resolved by Service Area	2	Job ordered to resolve problem
5/7/13	New Houghton	Bushes overgrowing and damaging property	450036	Grounds Maintenance	11	Resolved by service area
8/7/13	Pleasley	No response to service request	450200	Grounds Maintenance	8	Resolved by service area
8/7/13	Shirebrook	Customer waiting for visit regarding tree damaging her garage	450336	Grounds Maintenance	9	Resolved by service area
9/7/13	Shirebrook	Incorrect advice given from Pest Control Technician	450689	Environmental Health	2	Resolved by service area
9/7/13	New Houghton	Non collection of bulky waste	450374	Refuse	1	Resolved by Contact Centre Manager
9/7/13	Shirebrook	Customer chasing up request regarding high hedges	450488	Grounds Maintenance	9	Resolved by service area

9/7/13	Bolsover	Burgundy Bins not been emptied for three weeks	450523	Refuse	1	Resolved by service area
10/7/13	Whitwell	Missed bin - customer not happy to wait a week	450952	Refuse	1	Resolved by service area
11/7/13	Langwith Junction	Customer waiting for visit regarding a hedge	451195	Grounds Maintenance	7	Resolved by service area
12/7/13	South Normanton	Complaint with regard to length of time taken to carry out work	Repair 464024	Resolved by Service Area	0	Inspection raised and follow on work arranged
16/7/13	Pinxton	Appointment not met by contractors	452276	Regeneration	1	Resolved by Contact Centre Manager
16/7/13	Pinxton	GM team to contact customer regarding grass cutting and hedges	452279	Grounds Maintenance	23	Resolved by service area
22/7/13	Clowne	Noise Nuisance	453118	Environmental Health	No diary sheets received - case closed by officer	Went on to make a stage two complaint
25/7/13	Creswell	Black Bin been missed twice and green bin missed once	454029	Refuse	1	Resolved by service area
25/7/13	Langwith	Complaint with regard to length of time taken to carry out work	498680	Resolved by Service Area	3	Job raised for work to be carried out and tenant informed
25/7/13	South Normanton	Private hedge cut	454060	Grounds Maintenance	2	Resolved by service area

30/7/13	Blackwell	Black bin being missed every week	454944	Refuse	0	Resolved by Contact Centre
31/7/13	Shirebrook	Weeds on lane in Shirebrook	455431	Grounds Maintenance	1	Resolved by service area
31/07/13	Bolsover	Complaint regarding damage to property when carrying out work next door	498597	Awaiting update		
31/7/13	Creswell	Customer stating burgundy bin not contaminated as per card left	455560	Refuse	6	Resolved by service area
1/8/13	Shirebrook	Items reported on flytipping request have not been fully removed	455806	Grounds Maintenance	1	Resolved by service area
2/8/13	Shirebrook	Customer complaint about various security issues in Contact Centre	456124	Contact Centre	1	Resolved by Contact Centre Manager
2/8/13	Blackwell	Untidy garden and premises	456175	Housing	2	Resolved by Contact Centre Manager
6/8/13	Whitwell	Complaint with regard to length of time taken to carry out work	495773	Resolved by Service Area	0	Job raised for work to be carried out and tenant informed.
7/8/13	Bolsover	Complaint regarding Contractor not having correct measurements to carry out the work	499419	Awaiting update		
7/8/13	Bolsover	Complaint from tenants at the Paddock regarding priority given to work	499484	Awaiting update		

16/8/13	Tibshelf	Contractor not kept appointment - felt response from them was rude	500241	Resolved by Service area 19/08/13	1	Appointment rearranged with contractor incident discussed
22/8/13	Bolsover	Complaint regarding workman not leaving property secure	500611	Awaiting update		
19/8/13	Bolsover	Customer not happy with Benefit process, customer issued with overpayment invoice when was actually entitled to full benefit	459454	Benefits	2	Resolved by service area
20/8/13	Clowne	Customer stating they were not able to hear customer advisor clearly on telephone	459663	Contact Centre	0	Resolved by Contact Centre Manager
23/8/13	Clowne	Complaint regarding waste officer	460633	Refuse	1	Resolved by service area
28/8/13	Newton	Black bin had not been retrieved following delivery of replacment	461003	Refuse	1	Resolved by service area
2/9/13	Whitwell	Complaint regarding scaffolding company vehicle damaging garden lawn	499084	Progressed to stage two complaint		
13/9/13	Bolsover	Rangers job not completed	464659	Community Services	6	Resolved by service area
17/9/13	Shirebrook	Complaint regarding standard of work	499173	Resolved by Service area	14	Contractors to carry out inspection
17/9/13	Pinxton	Driver of bin lorry blocking the road while on phone	465155	Refuse	2	Resolved by service area

18/9/13	Whaley	Black bin missed twice and green missed week after	465386	Refuse	4	Resolved by service area
18/9/13	Shirebrook	Garden fence repair out of time	495889	Awaiting update		
19/9/13	Newton	Customer still awaiting delivery of burgundy bin	465596	Refuse	10	Resolved by service area
25/9/13	Tibshelf	Incorrect advice give by CC advisor regarding mop up bin collection	466427	Contact Centre	1	Resolved by Contact Centre Manager
30/9/13	Tibshelf	Customer advised incorrectly regarding the collection date of bulky goods	467397	Contact Centre	0	Resolved by Contact Centre Manager

Table F: Stage One Complaints 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		
	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
CEO/ CEPT															
Customer Services	3	3		5	5								8	8	
Community Services	2	2		1	1								3	3	
Democratic Services															
Environmental Health				2	2								2	2	
Finance															
Housing	14	8	6	13	7	6							27	15	12
Legal															
Leisure															
Planning															
Regeneration	1	1		1	1								2	2	
Revenues & Benefits	2	1	1	1	1								3	2	1
Strategy & Performance															

Streetscene Services (Refuse)	9	9		12	10	2							21	19	2
Streetscene Services (GM)	16	4	12	10	3	7							26	7	19
Total	47	28	19	45	30	15							92	58	34

Table G: Summary of Stage Two Complaints 01/07/13 - 30/09/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
01/07/13	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
09/07/13	Langwith	Void repairs to property not to standard	Housing	02/08/13	16	Explanation of action taken so far and reminder not to be aggressive to Council employees
03/07/13	Creswell	Repairs at the property	Housing	31/07/13	20	Explanation of actions to be taken
18/07/13	Pinxton	Height of trees along Wharf Road - Council needs to do something about them	Streetscene Services	12/08/13	17	Derbyshire County Council responsibility - as such passed to them for their action
22/07/13	South Normanton	Non collection of black bin and no response from department	Streetscene Services	30/07/13	6	Apology for inconvenience - round information rectified
24/07/13	Creswell	Rent arrears letter sent when direct debit was set up	Housing	31/07/13	5	Apology that a reminder letter was sent in error
25/07/13	Pleasley Vale	Complaint against bailiff's behaviour	Regeneration	15/08/13	13	Explanation of debt recovery procedures
25/07/13	Unknown	Wanted appointment making for works to be carried out - but was away for two weeks	Housing	30/07/13	3	Tenant was away so Repairs Section was unable to contact to arrange an appointment - advised tenant to contact to arrange a

Table G: Summary of Stage Two Complaints 01/07/13 - 30/09/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
						suitable time
29/07/13	South Normanton	Wants a new kichen in property	Housing	09/08/13	9	Kitchen and front door did not require replacing previously, however, asked tenant to contact for a convenient time for the Repairs Co-ordinator and Asset Management Officer to call
31/07/13	Shuttlewood	Wishes to complain about housing allocation process	Housing	29/08/13	20	Housing allocation process explained
02/08/13	South Normanton	Says Council refuses to cut rose trees at bottom of garden	Housing Streetscene Services	16/08/13	10	Work to be carried out to land - rose bush to be removed
01/08/13	Clowne	Dirt on footpath, bird scarer causing noise pollution, hedges not cut	Environmental Health Streetscene Services Customer Services	15/08/13	10	Explanation of actions taken in relation to all complaints
05/08/13	Clowne	Already paid licence for grazing land but received a bill and reminder	Regeneration	29/08/13	17	Confusion around license periods - apology for inconvenience - licence periods restored to original schedule
06/08/13	Bolsover	Comments in relation to planning permission given to public house	Planning	16/08/13	9	Explanation of planning conditions
07/08/13	Shirebrook	Lawn ruined when building materials left on lawn for 3 weeks	Housing	14/08/13	5	Turf supplied by contractor responsible and laid by Grounds Maintenance operatives - apology

Table G: Summary of Stage Two Complaints 01/07/13 - 30/09/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
12/07/13	Shirebrook	Still not happy with regard to having to report changes in circumstances	Revenues & Benefits	05/08/13	16	Reiterated advice given in stage two - apology for slight delay, however, information needs to be sought
07/08/13	Derby	Feels he has been discriminated against with regard to Council Tax exemption to empty property	Revenues & Benefits	03/09/13	18	Council Tax exemption considered in accordance with legislation
07/08/13	Glapwell	Telephony queues - thinks we should have more staff working on frontline	Customer Services	14/08/13	5	Apology for inconvenience of wait explanation some calls do take longer
13/08/13	South Normanton	Damp problems in house needs other repairs too	Housing	16/08/13	3	Damp survey to be carried out
19/08/13	Bolsover	Black bin stolen - does not feel she should pay for another	Streetscene Services Customer Services	06/09/13	13	Advice given is correct - secondhand bin to be provided as good will gesture
15/08/13	Bolsover	Does not feel amended Council Tax liability is due	Revenues & Benefits	04/09/13	14	Council Tax is liable and payable
15/08/13	South Normanton	Did not feel she was treated appropriately when visited Contact Centre	Customer Services	04/09/13	14	Questions asked were to establish access times, reminder not to swear at staff trying to provide a service
20/08/13	Creswell	Wants a Council bungalow	Housing	06/09/13	12	Housing Needs Officer has dealt with direct
19/08/13	Clowne	Wants door replacing free of charge as Police broke it during a wrongful arrest	Housing	06/09/13	13	BDC will seek costs from tenant, Police did damage so tenant may wish to seek redress from them

Table G: Summary of Stage Two Complaints 01/07/13 - 30/09/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
19/08/13	Clowne	Bailiff treatment - Council Tax	Revenues & Benefits	05/09/13	12	Bailiff acted legally - arrangement needs to be made to pay Council Tax
22/08/13	Clowne	Time taken for responses to letters sent to Revenues Section	Revenues & Benefits	04/09/13	8	Information given in relation to post opening procedures
16/08/13	Bolsover	Outstanding repairs to property	Housing	29/08/13	8	Explanation of repairs completed
28/08/13	Pinxton	Ordered a green bin for garden waste, a black bin was delivered which they used for this purpose, but Council would not empty it	Streetscene Services Customer Services	06/09/13	7	Refund to be given as wrong bin was ordered and delivered
27/08/13	Barlborough	Had benefits overpayment which resulted in arrears on Council property, which in turn led to recovery/ court proceedings - benefit error rectified but was sent an incomprehensible 158 page document to explain	Revenues & Benefits	13/09/13	13	Apology for error (which led to underpayment) and for the length of letter which however had to be sent due to benefit regulations
05/09/13	Clowne	Repairs needed at property which have been reported but not carried out	Housing	09/09/13	3	Only one report of repairs, which had been addressed. Inspector to visit again to explain timescales again
10/09/13	Glapwell	Telephony queues - thinks we should have more staff working on frontline	Customer Services	26/09/13	12	Re-iterated apology and explained calls may take longer

Table G: Summary of Stage Two Complaints 01/07/13 - 30/09/13

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
16/09/13	Barlborough	Complaint regarding timescales of correspondence reaching department	Revenues & Benefits			Open and within timescale
23/09/13	Barlborough	Not satisfied with response from Planning and EIR request regarding retrospective planning permission	Planning Strategy & Performance Legal			Open and within timescale
24/09/13	Clowne	Length of time taken to sort benefit claim	Revenues & Benefits			Open and within timescale
25/09/13	South Normanton	Still not happy with regard to damp problems in property	Housing			Open and within timescale
25/09/13	Clowne	Complaint regarding how dealt with when daughter went for her swimming lesson with a friend	Leisure			Open and within timescale
24/09/13	Shirebrook	Housing and Council tax benefit was stopped when resident went on holiday	Revenues & Benefits			Open and within timescale
30/09/13	Shirebrook	Asked for a balance of all outstanding debt but was only advised of a figure from one period	Revenues & Benefits Housing Contact Centres			Open and within timescale

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
CEO/ CEPT															
Customer Services	8	8		5	5								13	13	
Community Services	2	2											2	2	
Democratic Services															
Environmental Health	1	1		1	1								2	2	
Finance	2	2											2	2	
Housing	13	13		15	15								28	28	
Legal	2	1	1	1	1								3	2	1
Leisure				1	1								1	1	
Planning	5	5		3	3								8	8	
Procurement															

Regeneration				2	2							2	2	
Revenues & Benefits	14	14		11	11							25	25	
Strategy & Performance	1	1		1	1							2	2	
Streetscene Services	4	4		7	7							11	11	
Total	52	51	1	47	47							99	98	1

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

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
01/07/13	Bolsover	Not happy with having post removed from the Council's Facebook site	Strategy & Performance Legal	18/07/13	13	The Council reserve the right to remove posts on Council sites
31/07/13	Barlborough	Has had Council Tax discount cancelled, son was an apprentice	Revenues	14/08/13	10	Decision will still stand - Council Tax disregard cannot be granted as son's apprenticeship is not valid for this purpose
28/08/13	Stanfree	Was allowed to speak at a Planning Committee meeting but felt that the developer had received more favourable treatment	Planning Legal	26/09/13	20	Re-iterated stage two response, had been given the allocated time to speak without interruption
28/08/13	Pinxton	Wants refund from garage site bill and land clearing to rear	Streetscene Services Housing	13/09/13	12	Land is owned by Coal Authority, negotiations taking place to formalise maintenance. Land to be flailed and sprayed with weed spray as a one-off in the interim period. No refund to garage site bill as there are no access problems for which the Council is responsible

28/08/13	Langwith	Still not satisfied with standard of void repairs	Housing	12/09/13	10	Explanation of action taken so far in relation to taking property to letting standard, apology for time taken to pursue
03/09/13	Clowne	Not happy with action in relation to dirt on footpath, bird scarer causing noise pollution, hedges not cut	Environmental Health Streetscene Services	24/09/13	15	Re-iterated stage two response
10/09/13	Pleasley	Still not happy with recovery action taken in response to non-payment of rent for unit	Regeneration	03/10/13	17	Refund for one set of bailiff fees because accepted there might have been some confusion

Table J: Summary of Ombudsman Complaints 2013/14

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 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	To discontinue investigation - there is no fault in the Council considering the application as it is the proper planning authority
5/4/13	Clowne	Antisocial behaviour during football matches adjacent to property	Leisure Community Services Councillors Reid and		20	31/07/2013	Not to pursue as the LGO is happy with the Council's proposed actions

			Murray-Carr Environmental Health				
6/8/13	Clowne	Complainant says the Council is negligent in allowing a blocked watercourse to allow flooding to her property	Legal Regeneration			06/08/2013	Not in jurisdiction (OJ) and discretion to investigate not exercised
12/8/13	Bolsover	A comment was removed from the council's facebook webpage	Strategy & Performance Legal			12/08/2013	Not to investigate – as there is insufficient injustice

