

Committee:	Executive	Agenda Item No.:	8
Date:	17 <sup>th</sup> March 2014	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 Transformation		
Relevant Portfolio Holder	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> October 2013 to 31<sup>st</sup> December 2013.

#### **Compliments**

Table A shows the number of written compliments received for the period. In total 17 written compliments were received (down from the previous quarter when we received 26). A cross section of compliments was received from customers appreciating excellent service, including 8 each for the Housing Department and 7 for the Customer Service Department.

Table B shows the above information by department.

## Comments

Table C shows the number of written comments received for the period. All 14 (100%) 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 1<sup>st</sup> October 2013 to 31<sup>st</sup> December 2013.

<b>Service Area</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>Total</b>
Missed clinical waste collection	29 (18)	15 (9)	14 (10)	58 (37)
Missed domestic or green bin collection	207 (188)	513 (481)	290 (264)	1010 (933)
Missed burgundy bin collection	131(120)	128 (119)	186 (170)	445 (409)
<b>Total</b>	<b>367 (326)</b>	<b>656 (609)</b>	<b>490 (444)</b>	<b>1513 (1379)</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 8,519 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. 35 complaints were received during this period, down from last quarter in which we received 38 complaints. All 35 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 6 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 13<sup>th</sup> January 2014. During this quarter, one premature complaint was received and was passed to the authority to put through the complaints system, one decision was received 'Not in jurisdiction (OJ) and discretion to investigate not exercised'. The outstanding investigation, from the period 2012/13 was received in this period, and the LGO's decision was 'Investigation complete and appropriate to issue a report (S30 (1)) - maladministration/ service failure causing injustice'.

## 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)**

**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 01/10/13 – 31/12/13

Table B: Compliments summary by department 2013/14

Table C: Comments summary for the period 01/10/13 – 31/12/13

Table D: Comments summary by department 2013/14

Table E: Stage one complaints summary for the period 01/10/13 – 31/12/13

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

Table G: Stage two complaints summary for the period 01/10/13 – 31/12/13

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

Table I: Stage three complaints summary for the period 01/10/13 – 31/12/13

Table J: Ombudsman complaints summary for 2013/14

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

**Table A: COMPLIMENTS SUMMARY 01/10/13 – 24/12/13**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
04/10/13	South Normanton	Thanks to the Assistant Joint Director of Leisure and Customer Service Support Officer for the help and support in relation to keeping member of HM Forces updated with information	Leisure Customer Service
07/10/13	Derby	Thanks to Admin Assistant for help and assistance	Economic Growth
07/10/13	Pleasley	Thanks to Business Estates Manager with regard to new access keys	Economic Growth
07/10/13	New Houghton	Thanks to Burgundy Bin operatives who never leave a mess	Streetscene Services
07/10/13	New Houghton	Thanks to Repairs Operative who replace lock to front door	Housing
10/10/13	Glapwell	Operatives who carried out Welfare adaption were brilliant, good and polite	Housing
11/10/13	Shirebrook	Thanks to Customer Advisor and Repairs Operatives for arranging heating repair so quickly	Customer Service Housing
21/10/13	Shirebrook	Thanks to the Contact Centre staff and Repairs Operatives for their help and professionalism	Customer Service Housing
22/10/13	New Houghton	Thanks to Customer Advisor who went the extra mile to resolve their lack of heating issue	Customer Service
29/10/13	Langwith Junction	Thanks to Contact Centre service and Repairs Operatives for swift resolution of repairs	Customer Service Housing
29/10/13	Bolsover	Thanks to Contact Centre service and Streetscene Services for swift clearing up of leaves	Customer Service Streetscene Services
27/11/13	Glapwell	Very grateful for new bus shelter	Economic Growth
29/11/13	Creswell	Had a problem with contractor repair which was sorted out by an Officer in Regeneration	Economic Growth
29/11/13	Bolsover	Speedy response to repairs, well done to Contact Centres and Repairs Operatives	Customer Service Housing
06/12/13	Whitwell	Thanks to the Repairs Operatives who fitted the handrails - well done	Housing
17/12/13	Barlborough	Thanks to Repairs Operatives who attended her property	Housing
18/12/13	New Houghton	Thank you to Grounds Maintenance Operatives who made a lovely job of her garden (assisted grounds maintenance scheme)	Streetscene Services

**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	2			10
<b>Customer Services</b>	17	7	7		31
<b>Community Services</b>		1			1
<b>Democratic Services</b>					
<b>Environmental Health</b>	1	4			5
<b>Finance</b>					
<b>Housing</b>	7	2	8		17
<b>Legal</b>					
<b>Leisure</b>	13	4	1		18
<b>Planning</b>		1			1
<b>Economic Growth</b>	9		4		13
<b>Revenues &amp; Benefits</b>	2	1			3
<b>Strategy &amp; Performance</b>	1				1
<b>Streetscene Services</b>	9	7	3		19
<b>Totals</b>	<b>67</b>	<b>29</b>	<b>23</b>		<b>119</b>

**Table C: SUMMARY OF COMMENTS 01/10/13 – 31/12/13**

<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>
04/10/13	Shirebrook	Comments in relation to how regeneration funding is to be spent	Economic Growth	28/10/13	15	Explanation of development in Shirebrook
24/10/13	Tibshelf	Asking questions regarding which items can be recycled	Streetscene Services	19/11/13	17	Rationale behind what waste can go into 'green' recycling bin
17/10/13	South Normanton	Would like direct debit set up facility on website	Customer Service Revenues & Benefits	5/11/13	13	Advised of range of methods of payments
23/10/13	Whitwell	Wants to know why cleaning company did not get contract	Finance	6/11/13	14	Explanation of how the Council procures on both price and quality
18/11/13	Bolsover	Bolsover land development and appropriation	Economic Growth	22/11/13	4	Explanation about sequence of events, i.e. the appropriation was carried out a year before the decision to develop the land
18/11/13	Bolsover	Bolsover land development and appropriation	Economic Growth	22/11/13	4	Explanation about sequence of events, i.e. the appropriation was carried out a year before the decision to develop the land
20/11/13	Bolsover	Bolsover land development and appropriation	Economic Growth	13/12/13	6	Explanation about sequence of events, i.e. the appropriation was carried out a year before the decision to develop the land
20/11/13	Bolsover	Bolsover land development and appropriation	Economic Growth	13/12/13	6	Explanation about sequence of events, i.e. the appropriation was carried out a year before the decision to develop the land

**Table C: SUMMARY OF COMMENTS 01/10/13 – 31/12/13**

<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>
15/11/13	Bolsover	Covenant on land at Bolsover	Legal	22/11/13	5	Developers aware of all covenants on land
22/11/13	Glapwell	Ongoing problems with people parking on grassed area	Housing	18/12/13	18	Driving over the pavement comes under the jurisdiction of the Police – the issue has been passed to the Safer Neighbourhoods Team
02/12/13	Bolsover	Leaflets regarding dog fouling are a waste of tax payers money	Environmental Health	19/12/13	13	Explanation of targetted patrols and raising awareness
10/12/13	Clowne	Felt should have been contacted prior to visit from gentleman on behalf of contractors who are carrying out a survey on behalf of the Council	Housing	23/12/13	9	Surveyor working for Council, no appointments made, but no obligation on tenants to take part
18/12/13	Bolsover	Not happy in relation to the response to another requester's FOI request	Strategy & Performance Legal	13/1/14	12	LGO found fault in relation to the Council not holding information, however no further injustice
23/12/13	Clowne	Please amend advice list for recycling	Streetscene Services	20/1/14	14	List to be amended to make more customer friendly

**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
<b>CEO/ CEPT</b>															
<b>Customer Service</b>	1	1					1	1					2	2	
<b>Community Services</b>															
<b>Democratic Services</b>															
<b>Environmental Health</b>	1	1		1	1		1	1					3	3	
<b>Finance</b>	1	1		1		1	1	1					3	2	1
<b>Housing</b>	2	2		5	5		2	2					9	9	
<b>Legal</b>							2	2					2	2	
<b>Leisure</b>	2	2											2	2	
<b>Planning</b>	1	1											1	1	
<b>Economic Growth</b>	3	3		1	1		5	5					9	9	
<b>Revenues &amp; Benefits</b>	5	5		2	2		1	1					8	8	
<b>Strategy &amp; Performance</b>	1	1					1	1					2	2	
<b>Streetscene Services</b>	3	3		1	1		2	2					6	6	
<b>Total</b>	<b>20</b>	<b>20</b>		<b>11</b>	<b>10</b>	<b>1</b>	<b>16</b>	<b>16</b>					<b>47</b>	<b>46</b>	<b>1</b>



<b>Table E: Summary of Stage One Complaints 01/10/13 – 31/12/13</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>
01.10.13	Shuttlewood	The manner of Revenues & Benefits Officers, also asks why they are requested to complete numerous benefit forms	Revenues & Benefits	Resolved by service area	0	Contact made by Revenues Officer and incident discussed
01.10.13	Tibshelf	Contractor not completed work	Housing	Resolved by service area	44	Email sent to contractor (who stated they hadn't received first email request) to visit tenant
03.10.13	Langwith Junction	Missed Green Bin - no fault of customer requesting a return to empty	Streetscene Services (Refuse)	Resolved by Contact Centre Manager	1	Collection of bin arranged for the following week
04.10.13	Bolsover	Contractors left gate open and the tenants dog escaped	Housing	Resolved by service area	3	Contact made to customer and apology given
04.10.13	Bolsover	Tenant has been waiting for guttering repairs	Housing	Resolved by service area	1	Work is scheduled
04.10.13	Bolsover	Contractor not completed work	Housing	Resolved by service area	3	Email sent to contractor
10.10.13	Bolsover	Trees requiring cutting back - requested 3 times previously	Streetscene Services (Grounds Maintenance)	Resolved by service area	5	Visit made to customer advised not BDC responsibility

10.10.13	Shirebrook	Poor standard of work done to kitchen ceiling	Housing	Resolved by service area	21	Work rearranged with contractor
16.10.13	Bolsover	Tenant waiting for replacement radiator	Housing	Resolved by service area	0	Repair raised on system
24.10.13	South Normanton	Tenant not happy with the walls or plaster at the property	Housing	Resolved by service area	0	Inspection carried out at the property
25.10.13	Shirebrook	Choice Based Lettings took photos of property whilst still within notice period of a deceased tenant	Housing	Resolved by service area	1	Contacted by department
25.10.13	Tibshelf	Complaint regarding Housing Survey Officers	Housing	Resolved by service area	5	Contacted by department
29.10.13	Astwith	Bin not emptied due to contamination - plastic bags	Streetscene Services (Refuse)	Resolved by service area	7	Resident advised of items accepted for recycling
01.11.13	South Normanton	Complaint about Refuse Operatives (Contractor)	Streetscene Services (Refuse)	Resolved by service area	15	Contacted by department
04.11.13	Shirebrook	Road Sweeper caused hazard on pavement with leaves as blown onto pavements	Streetscene Services (Grounds Maintenance)	Case closed	19	Unable to contact customer, carded, waiting response from customer
04.11.13	Clowne	Water Ingress through door	Housing	Resolved by service area	1	Repairs raised on system
07.11.13	South Normanton	Customer not happy about providing evidence to qualify for larger bin	Streetscene Services (Refuse)	Case closed	6	Unable to make contact with customer - case closed
08.11.13	Bolsover	Customer unhappy regarding Recycling	Streetscene Services	Resolved by service area	1	Resident advised of items accepted for

		Policy	(Refuse)			recycling
08.11.13	Bolsover	Bin Caddy not emptied due to contamination customer removed but crew did not empty	Streetscene Services (Refuse)	Resolved by service area	1	Contacted by department
06.11.13	South Normanton	Not happy with poor standard of work done to concrete path and not advised of work being done prior to visit	Housing	Resolved by service area	31	Contacted by department and apology given regarding lack of communication
12.11.13	Out of Area	Message left regarding Bin Collections	Contact Centre	Escalated	1	Forwarded to Customer Service to send a complaints form out
12.11.13	Pinxton	Complaint regarding leaving leaflets in top of bins - not posting	Streetscene Services (Refuse)	Resolved by service area	8	Contacted by department
12.11.13	Pinxton	Pressure dropping on boiler	Housing	Resolved by service area	4	Contacted by department to rearrange repair (tenant carded 3 time previously)
14.11.13	Bolsover	Mould throughout the property	Housing	Resolved by service area	4	Inspection carried out at the property and advice given
15.11.13	Pinxton	Complaint regarding Benefits Visiting Officer	Revenues & Benefits	Resolved by Contact Centre Manager	1	Customer advised what information was requested at the time of the visit
15.11.13	Clowne	Incorrect advice given to customer regarding missed bin collection	Contact Centre	Case closed	5	Case closed - unable to contact customer. Customer Advisor addressed regarding incorrect

						advice given
18.11.13	Shirebrook	Gas Engineer didn't have ID and refused to do service without a colleague	Housing	Resolved by service area	0	Engineer refused entry by tenant, another operative revisited same day
19.11.13	Pinxton	Refuse lorry mounting kerb damaging grass	Streetscene Services (Refuse)	Resolved by service area	1	Contacted by department
20.11.13	Whitwell	Missed burgundy bin	Streetscene Services (Refuse)	Resolved by service area	3	Collected on the mop up collection
25.11.13	Whitwell	Missed burgundy bin	Streetscene Services (Refuse)	Resolved by Contact Centre Manager	1	Collected on the following day
27.11.13	Hodthorpe	Tenant still waiting for radiator to be fitted following inspection on 10.10.13	Housing	Resolved by service area	7	Radiator ordered & fitted
28.11.13	Hillstown	Mould in property	Housing	Resolved by service area	2	Work raise to clean mould and extractor fan ordered
02.12.13	Bolsover	Damp getting worse	Housing	Resolved by service area	0	Advice given to tenant
02.12.13	Glapwell	Chase up for outstanding repair - grab rail	Housing	Resolved by service area	9	Job completed 12.12.13
04.12.13	Creswell	Tenant not happy with standard of work by Evendine	Housing	Resolved by service area	22	Inspection at property to assess the issues
04.12.13	Creswell	Customer not happy with contamination notice	Streetscene Services (Refuse)	Resolved by service area	1	Contacted by department and advised of recycling

						policy
05.12.13	Langwith Junction	No heating	Housing	Resolved by service area	4	Job completed
05.12.13	Whitwell	Window repair - not happy with work carried out	Housing	Resolved by service area	1	Order raised
06.12.13	Shirebrook	Tenant not happy with Operative's assessment	Housing	Resolved by service area	19	Inspection raised
06.12.13	Pinxton	Mould in bathroom	Housing	Resolved by service area	19	Tenant advised tenant responsibility
11.12.13	Clowne	Complaint regarding Recycling Operatives not collecting once the contamination had been removed	Streetscene Services (Refuse)	Resolved by service area	1	Collected on the mop up collection
12.12.13	Whitwell	Household waste collection missed	Streetscene Services (Refuse)	Resolved by service area	3	Collected on the mop up collection
12.12.13	Creswell	Gutter job out of time	Housing	Resolved by service area	11	Gutters cleaned and request for replacement gutters raised
13.12.13	Whitwell	Roof job out of time	Housing	Resolved by service area	31	Job completed
16.12.13	Shirebrook	Customer wishing to set up Council Tax direct debit but unable to due to recovery action	Revenues & Benefits	Resolved by service area	1	Contacted by department

16.12.13	Tibshelf	Refuse lorry mounting kerb damaging grass	Streetscene Services (Refuse)	Resolved by service area	0	Contacted by department and advised it will be investigated
17.12.13	Barlborough	Missed bin collection and also missed on the mop up collection	Streetscene Services (Refuse)	Resolved by service area	2	Collection arranged and customer informed
17.12.13	South Normanton	Customer not been informed of dual collections	Streetscene Services (Refuse)	Resolved by service area	2	Apology given and calendar sent to customer
17.12.13	Creswell	Complaint regarding Operative entering back of property to leave contaminated bin note	Streetscene Services (Refuse)	Resolved by service area	1	Explanation and apology given to customer
18.12.13	Creswell	Missed bin and complaint about the Christmas collection services	Streetscene Services (Refuse)	Resolved by service area	2	Collected on the mop up collection
18.12.13	South Normanton	Damp at property	Housing	Resolved by service area	0	Inspection by Emergency & Responsive repairs Manager and contractor
19.12.13	Bolsover	Damp at property	Housing	Resolved by service area	7	Survey carried out by contractor
19.12.13	Creswell	Missed household bin	Streetscene Services (Refuse)	Unable to contact customer to advise	1	Collected on the mop up collection
20.12.13	Barlborough	Missed bin and complaint about the Christmas collection services	Streetscene Services (Refuse)	Resolved by service area	1	Collected on the mop up collection

23.12.13	Doe Lea	Missed bin and missed mop up collection	Streetscene Services (Refuse)	Resolved by service area	1	Collected on the mop up collection
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**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
<b>CEO/ CEPT</b>															
<b>Customer Services</b>	3	3		5	5		2	1	1				10	9	1
<b>Community Services</b>	2	2		1	1								3	3	
<b>Democratic Services</b>															
<b>Environmental Health</b>				2	2								2	2	
<b>Finance</b>															
<b>Housing</b>	14	8	6	13	7	6	27	14	13				54	29	25
<b>Legal</b>															
<b>Leisure</b>															
<b>Planning</b>															
<b>Regeneration</b>	1	1		1	1								2	2	
<b>Revenues &amp; Benefits</b>	2	1	1	1	1		3	3					6	5	1
<b>Strategy &amp; Performance</b>															

<b>Streetscene Services (Refuse)</b>	<b>9</b>	9		<b>12</b>	10	2	<b>21</b>	<b>17</b>	<b>4</b>				<b>42</b>	36	<b>6</b>
<b>Streetscene Services (GM)</b>	<b>16</b>	4	12	<b>10</b>	3	7	<b>2</b>		<b>2</b>				<b>28</b>	7	<b>21</b>
<b>Total</b>	<b>47</b>	28	19	<b>45</b>	30	<b>15</b>	<b>55</b>	<b>35</b>	<b>20</b>				<b>147</b>	93	<b>54</b>

**Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13**

<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>
03/10/13	Shirebrook	Booked a pest control visit but rearranged. Pest Control Officer visited on original date	Environmental Health Contact Centres	31/10/13	20	Apology that message had not been passed accurately - refund arranged
09/10/13	Clowne	Unhappy with planning application	Planning	28/10/13	13	Explanation of what can be considered within the Planning process
09/10/13	Creswell	The way dealt with when rang up regarding electrical upgrade	Housing	15/10/13	4	Apology but advised certain questions need to be asked to ascertain appropriate action is taken
15/10/13	Pleasley Vale	Does not agree that access cards should be limited	Economic Growth	08/11/13	18	Apology and further access cards issued
15/10/13	Doe Lea	Advice given regarding untaxed car	Contact Centres Environmental Health	11/11/13	19	Advice previously given was correct, this is the responsibility of DVLA
17/10/13	Bolsover	Does not agree with development in Bolsover and associated work	Planning Economic Growth Legal	14/11/13	20	Explained rationale for development
23/10/13	Tibshelf	Condition of property when viewed after successfully bidding on it	Housing	20/11/13	20	Void work was being carried out and this was explained to the tenant at the time of the visit
08/10/13	South Normanton	Non payment of housing benefit	Revenues & Benefits	04/11/13	19	Apology for length of time taken to determine claim, however



**Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13**

<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>
						some information received from the claimant was conflicting
25/10/13	Clowne	The way dealt with when visited the Council Offices	Revenues & Benefits Contact Centres	20/11/13	18	Apology for length of time kept waiting after arriving late for a meeting, however appropriate interview room was not available
09/10/13	Barlborough	Feels developer is not complying with Planning conditions	Planning Environmental Health Housing	04/11/13	18	No planning conditions imposed, consequently there is no breach
28/10/13	Doe Lea	No action regarding large tree outside property despite contacting the council on several occasions	Streetscene Services	01/11/13	4	Joint Streetscene Manager has been out to assess the tree, it does not represent risk of safety, but will benefit from pruning works
29/10/13	Hardstoft	Had unarranged visit from Council Officer	Economic Growth Revenues & Benefits Planning	14/11/13	12	Visiting Officer from Revenues - visit necessary to ascertain business properties still not in use
28/10/13	Pinxton	Has to continually request checks to gas fire as can smell gas (intermittently)	Housing	12/11/13	11	Ongoing dialogue with customer - gas fire to be stripped and monitoring to take place
31/10/13	Bolsover	Lack of response regarding heritage site at Bolsover	Economic Growth Streetscene Services Planning	25/11/13	16	Land is under the tenure of Old Bolsover Town Council
08/10/13	Bolsover	Damage to internal items due to damp	Housing	05/11/13	20	Contractors to carry out a damp survey

**Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13**

<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>
06/11/13	Whitwell	Damp problems in property and wants to move	Housing	02/12/13	18	Housing stock condition survey to consider what major works are required, will contact tenant regarding transfer request
05/11/13	South Normanton	Council tax being charged on empty property after being told there was no charge	Revenues & Benefits	29/11/13	18	Explanation regarding charge - later assessment resulted in no charge to property
15/11/13	Clowne	Cannot pay Council Tax arrangement	Revenues & Benefits	10/12/13	17	Attachment of earnings is a percentage of earnings and was the only way of recovering the charge
20/11/13	Bolsover	Not happy with the 'sharps' collection and thinks should be able to contact the service direct	Contact Centres Streetscene Services	18/12/13	20	Apology for inconvenience - procedures will be reviewed
25/11/13	Shirebrook	Attitude of officer when contacting Council Offices regarding the entrance road to a garage site	Contact Centres	18/12/13	17	The land in question may be responsibility of Bolsover District Council and additional questions should have been asked to clarify
27/11/13	Bolsover	Doesn't want to pay for heating (district) when not using and warden charge	Housing	02/01/14	20	Housing Needs Officer to contact and discuss options regarding warden charge, heating charge covers the cost for the full year
02/12/13	Glapwell	Objects to the placement of a bus shelter on The Hill Glapwell	Economic Growth	19/12/13	13	Siting of bus stop is the responsibility of DCC

**Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13**

<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>
03/12/13	Bolsover	Objects to how Council consulted regarding development	Planning	23/12/13	14	Cannot keep residents informed on forthcoming planning applications not yet submitted, responsibility is on individual to look on website etc
03/12/13	South Normanton	Damp problems in property	Housing	03/01/14	16	New system to be trialled at property
03/12/13	Bolsover	Does not agree with sale of land at Bolsover	Economic Growth Planning Legal	03/01/14	16	Decision made by Elected Members so falls out of scope of complaints policy, but specific questions addressed in report which was provided
02/12/13	Glapwell	Objects to the placement of a bus shelter on The Hill Glapwell	Economic Growth	20/12/13	14	Siting of bus stop is the responsibility of DCC
09/12/13	Creswell	Neighbour has put up CCTV and complainant has been told that the Council cannot legally do anything to stop them	Legal Housing	10/01/14	18	Advice given with regard to the Information Commissioner's guidance (which the Council follows) regarding giving permission for the siting of CCTV
10/12/13	Newton	Wants to know why debtor was not considered vulnerable in relation to Council Tax debt	Revenues & Benefits	06/01/14	13	Explanation of the amount of effort has been made to try to resolve this issue prior to bankruptcy action
11/12/13	Langwith	Damp problems in property	Housing	10/01/14	16	Apology damp survey not carried out, now rectified

**Table G: Summary of Stage Two Complaints 01/10/13 – 31/12/13**

<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>
18/12/13	South Normanton	Dissatisfied with response regarding heating in property	Housing	07/01/14	8	Re-iterated response given in April - system will not be replaced while functioning satisfactorily. Engineer will go out and check system is operating as it should
18/12/13	Bolsover	Planning application refers to wrong field	Planning	17/01/14	16	Apology for incorrect address on site notice, all other information correct
19/12/13	Bolsover	Repairs to gable end not satisfactory	Housing	07/01/2014	7	Apology for not keeping tenant informed, repair completed but will be checked for quality
19/12/13	Bolsover	Planning application refers to wrong field	Planning	20/01/14	18	Apology for incorrect address on site notice, all other information correct
19/12/13	Bolsover	Planning application refers to wrong field	Planning	20/01/14	18	Apology for incorrect address on site notice, all other information correct
24/12/13	Bolsover	Ex-spouse wants Council property	Housing	21/01/14	14	Housing Needs Manager dealing direct with applicant, unable to share this personal information with third party (ex-spouse)

**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 Service</b>	8	8		5	5		5	5					18	18	
<b>Community Services</b>	2	2											2	2	
<b>Democratic Services</b>															
<b>Environmental Health</b>	1	1		1	1		3	3					5	5	
<b>Finance</b>	2	2											2	2	
<b>Housing</b>	13	13		15	15		12	12					40	40	
<b>Legal</b>	2	1	1	1	1		3	3					6	5	1
<b>Leisure</b>				1	1								1	1	
<b>Planning</b>	5	5		3	3		10	10					18	18	
<b>Procurement</b>															

<b>Economic Growth</b>				<b>2</b>	2		<b>7</b>	7					<b>9</b>	9	
<b>Revenues &amp; Benefits</b>	<b>14</b>	14		<b>11</b>	11		<b>6</b>	6					<b>31</b>	31	
<b>Strategy &amp; Performance</b>	<b>1</b>	1		<b>1</b>	1								<b>2</b>	2	
<b>Streetscene Services</b>	<b>4</b>	4		<b>7</b>	7		<b>3</b>	3					<b>14</b>	14	
<b>Total</b>	<b>52</b>	51	1	<b>47</b>	47		<b>49</b>	49					<b>148</b>	147	1

**Table I: Summary of Stage Three Complaints 01/10/13 – 31/12/13**

<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>
05/11/13	Clowne	Not happy with equipment at Clowne Leisure Centre	Leisure	26/11/13	15	Reiterated advice in Stage Two response - working toward improving leisure facilities at the Arc
21/11/13	Clowne	Not happy with response to stage two complaint regarding the way a planning application was decided	Planning Legal	19/12/13	20	The matters raised by the complainant cannot be considered within the Planning process
08/11/13	Shirebrook	Disputing the advice previously given in relation to debt and debt relief order	Revenues & Benefits Contact Centres Housing	03/12/2013	17	Reiterated response to stage two complaint, advice given in telephone calls made by the claimant to the Benefit Section were in relation to benefit overpayment only, queries regarding housing debt should have been directed to the Housing Department, details of which had been provided previously
21/11/13	Barlborough	Not happy with the Planning decision in relation to retrospective permission	Planning Legal	18/12/13	19	Explanation of Planning process and what can be considered

09/12/13	Bolsover	Delay in submission to Tribunal Service	Revenues & Benefits	18/12/13	7	Apology for length of time taken to prepare case for Tribunal
19/12/13	Clowne	Not happy with response to stage two complaint regarding the way they were dealt with when visiting the offices	Contact Centres Revenues & Benefits	24/01/14	20	Apology if the customer did not realise their ongoing behaviour led to being retained on the EPR, information given in stage two response still accurate and relevant

**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	09/11/12	20	05/11/2013	<b>Investigation complete and appropriate to issue a report (S30(1)) - maladministration/ service failure in relation to the appropriation of the land</b>
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
5/4/13	Clowne	Antisocial behaviour during football matches adjacent to property	Leisure Community Services Councillors		20	31/07/2013	<b>Not to pursue</b> as the LGO is happy with the Council's proposed actions

			Reid and 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	<b>Not in jurisdiction</b> (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	<b>Not to investigate</b> – as there is insufficient injustice
10/12/13	London	Complainant says Council withheld information in relation to FOI request	Strategy & Performance Legal			10/12/2013	<b>Not in jurisdiction</b> (OJ) and discretion to investigate not exercised
6/2/14	Clowne	Not happy with Planning decision in relation to development of property in a predominantly bungalow area	Planning			06/02/2014	<b>Not to investigate</b> – no evidence of maladministration



