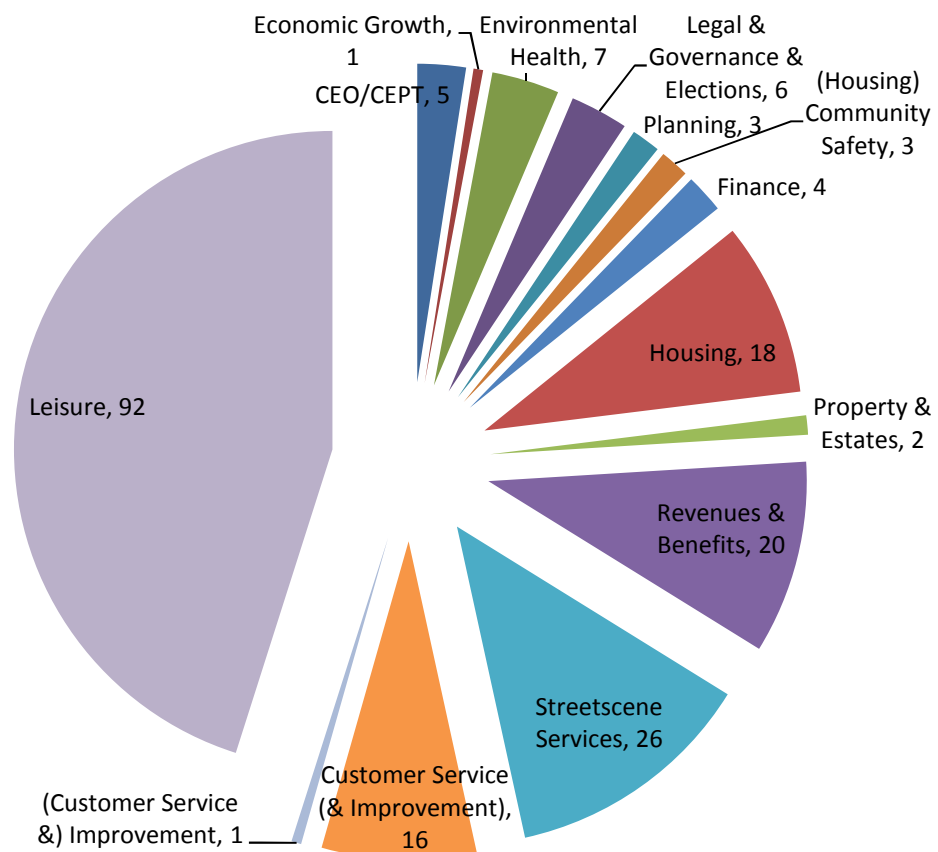


Appendix 3

A- Compliments 1/10/15 – 31/3/16		Number	Percentage of all compliments received
<b>Growth</b>	CEO/CEPT	5	2.5%
	Economic Growth	1	0.5%
	Environmental Health	7	3.4%
	Legal & Governance & Elections	6	2.9%
	Planning	3	1.5%
		<b>22</b>	<b>10.8%</b>
<b>Operations</b>	(Housing) Community Safety	3	1.5%
	Finance	4	2.0%
	Housing	18	8.8%
	Property & Estates	2	1.0%
	Revenues & Benefits	20	9.8%
	Streetscene Services	26	12.7%
		<b>73</b>	<b>35.8%</b>
<b>Transformation</b>	Customer Service (& Improvement)	16	7.8%
	(Customer Service &) Improvement	1	0.5%
	HR & Payroll		
	ICT		
	Leisure	92	45.1%
			<b>53.4%</b>
<b>Total</b>		<b>204</b>	<b>100%</b>

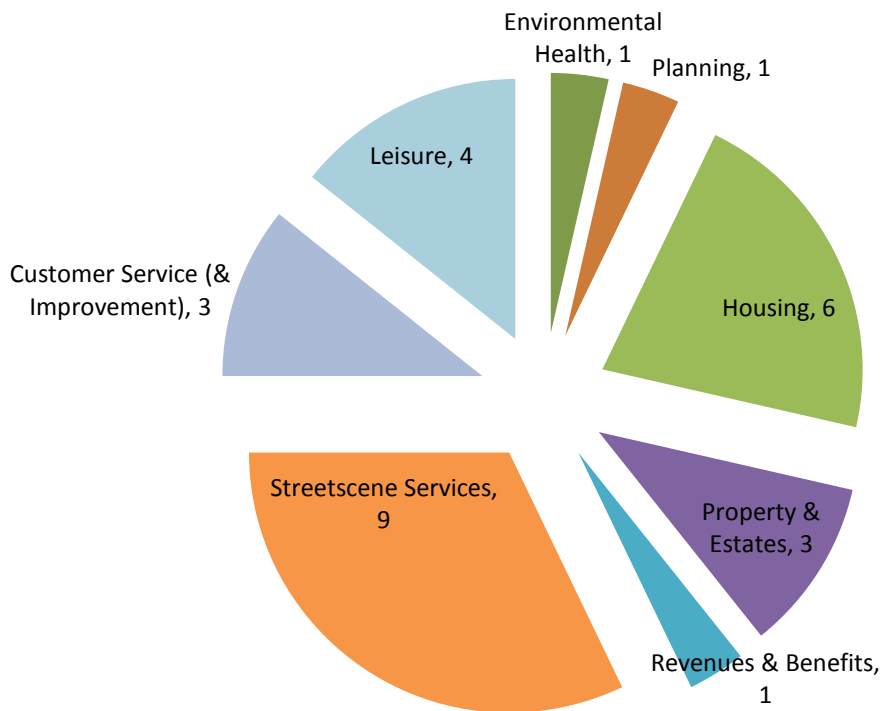


## Compliments 1/10/16 – 31/3/16 by department

Compliments included:

50+ compliments via Facebook praising the Arts Development Officer for the very successful Festival of Brass which was held and live streamed worldwide. The success of the event has already secured funding to hold the event again next year	Leisure
A big thank you to the guys that empty the bins, the customer is colour blind and filled the general rubbish bin with recycleable items and was concerned they would not empty it. When the operatives came the customer explained and after checking the bin held recycled items, emptied it. Really appreciated their help	Streetscene Services
Thanks to the Billing and Recovery Officer for the help with the issue of my deceased father's estate, it's really good news and you have made my mother a happy lady today. It is very much appreciated	Revenues & Benefits
Hello, I thought I'd drop a quick line to say how impressed I was just now with the speed of answer and the service I've received when calling Bolsover District Council. To begin with I spoke to a Customer Advisor and then to the Billing and Recovery Officer who was equally pleasant and efficient. Thank you and well done to whoever manages the teams and does training for customer service	Revenues & Benefits Customer Service (& Improvement)
Thank you so much for the information about Welfare Adaptations. My parents absolutely love their new bungalow and the street. They were both so happy with how helpful you were it was much appreciated	Housing
Regarding my recent ERDF grant application, I wanted to say a big thank you for all the stuff that you have been sending me through and wish you a very Merry Christmas and Happy New Year - thank you so much for everything	Economic Growth
Would like to thank the Rangers who called out last night to a leaky radiator, they came at 10.30 p.m. and were very polite, took off their shoes and were quiet because the children were in bed. Cannot thank them enough!	Community Safety
I would like to take this opportunity to thank you & your fellow colleagues at Bolsover District Council and Derbyshire County Council for your help in dealing with the problem about a business using public land to park cars for sale, after noticing on numerous occasions that not only pedestrians, but bus drivers & vehicle drivers using the area, were having difficulty	Planning Environmental Health
A big thank you to the Senior Accountancy Assistant who helped Pinxton Parish Council's clerk with information to set their parish precept	Finance
I want to say a BIG THANK YOU to everyone concerned for the new entry doors on Pattison Street. The workmen involved particularly the electricians were so polite and respectful. It looks wonderful as you enter Pattison Street and the security aspect is also a winner. I know you must all get tired of complaints and demands etc so I thought it works both ways to give credit when it's deserved.	Housing Property & Estates
Excellent Sports Award evening. Proud to be part of it. Great to recognise the sporting commitment from the community. Well done to all involved in organising the evening	Leisure
A fantastically positive and inspirational (Shirebrook Forward) meeting, you did the District Council proud, thank you and well done	CEPT

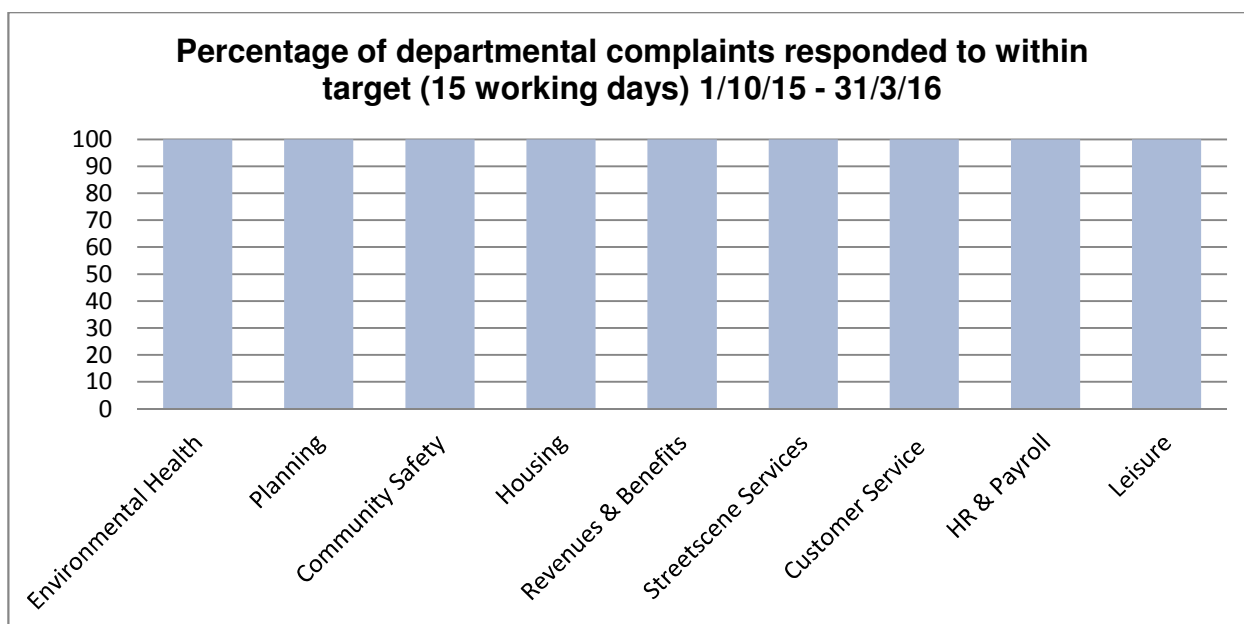
<b>B - Comments 1/10/15 – 31/3/16</b>		<b>Number</b>	<b>Percentage of all comments received</b>
<b>Growth</b>	CEO/CEPT		
	Economic Growth		
	Environmental Health	1	3.6%
	Legal & Governance		
	(Legal & Governance) Elections		
	Planning	1	3.6%
		<b>2</b>	<b>7.2%</b>
<b>Operations</b>	(Housing) Community Safety		
	Finance		
	Housing	6	21.4%
	Property & Estates	3	10.7%
	Revenues & Benefits	1	3.6%
	Streetscene Services	9	32.1%
		<b>19</b>	<b>67.8%</b>
<b>Transformation</b>	Customer Service (& Improvement)	3	10.7%
	(Customer Service &) Improvement		
	HR & Payroll		
	ICT		
	Leisure	4	14.3%
		<b>7</b>	<b>25.0%</b>
<b>Total</b>		<b>28</b>	<b>100%</b>



Comments 1/10/16 – 31/3/16 by department

<b>C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre Customer Information System (Firmstep) 1/10/15 – 31/3/16</b>		<b>Number</b>	<b>Percentage within timescale of 3 working days</b>
<b>Growth</b>	Environmental Health	1	0%
<b>Operations</b>	Housing (Other)	2	50%
	Housing (Repairs)	30	60%
	Property & Estates	1	100%
	(Streetscene Services) Refuse	106	61%
	(Streetscene Services) Grounds Maintenance	7	71%
<b>Transformation</b>	Customer Service (Contact Centres)	4	100%
<b>Total</b>		<b>151</b>	<b>62%</b>

<b>D – Number of Formal Investigation (Stage 2) complaints 1/10/15 – 31/3/16</b>		<b>Number</b>	<b>Within timescale of 15 working days</b>	<b>Out of timescale</b>
<b>Growth</b>	CEO/CEPT			
	Economic Growth			
	Environmental Health	7	7	
	Legal & Governance			
	(Legal & Governance) Elections			
	Planning	9	9	
		<b>16</b>	<b>16</b>	
<b>Operations</b>	Community Safety	1	1	
	Finance			
	Housing	23	23	
	Property & Estates			
	Revenues & Benefits	17	17	
	Streetscene Services	14	14	
		<b>55</b>	<b>55</b>	
<b>Transformation</b>	Customer Service (& Improvement)	6	6	
	(Customer Service & Improvement)			
	HR & Payroll	1	1	
	ICT			
	Leisure	1	1	
		<b>8</b>	<b>8</b>	
<b>Total</b>		<b>79</b>	<b>79</b>	



<b>E – Number of Internal Review (S3) complaints 1/10/15 – 31/3/16</b>		<b>Number</b>	<b>Within timescale of 20 working days</b>	<b>Out of timescale</b>
<b>Growth</b>	CEO/CEPT			
	Economic Growth			
	Environmental Health	2	2	
	Legal, Governance & Elections	1	1	
	Planning	2	2	
		<b>5</b>	<b>5</b>	
<b>Operations</b>	Community Safety			
	Finance			
	Housing	10	10	
	Property & Estates	2	2	
	Revenues & Benefits	7	7	
	Streetscene Services	1	1	
		<b>20</b>	<b>20</b>	
<b>Transformation</b>	Customer Service (& Improvement)	2	2	
	(Customer Service & Improvement)	1	1	
	HR & Payroll			
	ICT			
	Leisure	1	1	
		<b>4</b>	<b>4</b>	
<b>Total</b>		<b>29</b>	<b>29</b>	

Appendix 3

Date Received	F - Ombudsman's Summary	Departments Involved	Date Decision Letter Received	Ombudsman Decision
04/03/15	(*LGO) Tenant reports that he has not been assessed for re-housing and the property is uninhabitable	Housing	11/08/2015	<b>Not upheld: no maladministration.</b> There is no fault in the way the Council has dealt with the application to move
31/03/15	(*LGO) <b>Initial enquiries</b> - The Council is responsible for the tree falling in the closed churchyard in Clowne causing damage to the grave	Finance (Insurance)	8/04/2015	<b>Premature complaint</b> - to be dealt with by Council. Currently the subject of an ongoing insurance claim; will take up as a complaint if complainant not satisfied with the outcome. LGO informed.
15/04/15	(**HO) <b>Initial enquiries</b> - Although the Housing Ombudsman cannot look into the level of the heating charge, they feel it beneficial for the landlord to explain the charge more fully	Housing	24/06/2015	<b>Outside jurisdiction</b> of Housing Ombudsman
04/08/15	(*LGO) <b>Initial enquiries:</b> charge for garage site	Housing	04/08/2015	<b>Not upheld: no maladministration</b>
08/09/15	(*LGO) Resident not happy with conduct at a parish council meeting	Legal, Governance and Elections	08/09/2015	<b>Closed after initial enquiries – no further action</b>
28/09/15	(*LGO) Wants compensation for charge paid for bin at property	Streetscene Services	28/09/2015	<b>Not to start an investigation</b> because there is insufficient evidence of fault by the Council
27/01/16	(*LGO) Feels that the Council has not taken action quickly enough in relation to maintenance of a jointly owned leisure space	Leisure	07/04/2016	<b>Upheld: maladministration and injustice</b>
21/03/16	(*LGO) Wants compensation for loss of revenue caused by tenant <b>Assessment Stage</b>	Revenues & Benefits		

\*LGO – Local Government Ombudsman

\*\*HO – Housing Ombudsman