

The Arc  
High Street  
Clowne  
S43 4JY

To: Chair & Members of the Customer  
Services Scrutiny Committee

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Thursday 14th March 2024

Dear Councillor

**CUSTOMER SERVICES SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 25th March, 2024 at 10:00 hours.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on pages 3 and 4.

Yours faithfully



Solicitor to the Council & Monitoring Officer

## **Equalities Statement**

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

### **Access for All statement**

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

**CUSTOMER SERVICES SCRUTINY COMMITTEE  
AGENDA**

**Monday 25th March 2024 at 10:00 hours taking place in the Council Chamber,  
The Arc, Clowne**

Item No.		Page No.(s)
	<b><u>PART A - FORMAL</u></b>	
1.	<b>Apologies for Absence</b>	
2.	<b>Urgent Items of Business</b>	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	<b>Declarations of Interest</b>	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	<b>List of Key Decisions and Items to be Considered in Private</b>	5 - 9
	<i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	
5.	<b>Minutes</b>	10 - 11
	To consider the minutes of the last meeting held on 22 <sup>nd</sup> January 2024.	
6.	<b>Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 - 1st October 2023 to 31st December 2023</b>	12 - 50
7.	<b>Complaints, Comments &amp; Compliments Policy Review</b>	51 - 100
8.	<b>Customer Services Scrutiny Committee Work Programme</b>	101 – 107

**PART B - INFORMAL**

**9.**

**Review Work**

108 - 114



The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

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## **Key Decisions & Items to be Considered in Private**

**To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012**

**Published on: 7th March 2024**

Agenda Item 4

## INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Jim Fieldsend, Monitoring Officer, at this address or by email to [jim.fieldsend@bolsover.gov.uk](mailto:jim.fieldsend@bolsover.gov.uk). The list can also be accessed from the Council’s website at [www.bolsover.gov.uk](http://www.bolsover.gov.uk).

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

Members of Executive are as follows:

Councillor Steve Fritchley - Leader and Portfolio Holder for Policy, Strategy and Communications  
Councillor Duncan McGregor - Deputy Leader and Portfolio Holder for Corporate Performance and Governance  
Councillor John Ritchie - Portfolio Holder for Growth  
Councillor Anne Clarke - Portfolio Holder for Environment  
Councillor Sandra Peake Portfolio Holder for Housing  
Councillor Mary Dooley - Portfolio Holder for Health and Wellbeing  
Councillor Clive Moesby - Portfolio Holder for Resources

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

✓ In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

The dates for meetings of Executive can be found here:

<https://committees.bolsover.gov.uk/ieListMeetings.aspx?Committeeld=1147>

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p><b>East Midlands Investment Zone - 'the EMIZ'</b></p> <p>Update on the proposals, emerging investment plan and consideration of the Council's response to the Investment Zone and its future role in the EMIZ.</p>	Executive	15 <sup>th</sup> April 2024	Report of the Portfolio Holder for Growth	Chris Fridlington, Director Economic Development	<p>Key</p> <p>It is significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.</p>	Open
<p><b>Receipt of Public Health Locality Funding</b></p> <p>To receive Public Health Locality Funding to be managed by the Partnership Team</p>	Chief Executive	Not before 4th April 2024	Report of the Portfolio Holder for Portfolio Holder - Health & Wellbeing	Arron Johnson, Partnership and Strategy Manager	<p>Key</p> <p>It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.</p>	Open



**SCHEDULE 12A  
ACCESS TO INFORMATION: EXEMPT INFORMATION**

**PART 1  
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND**

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
  - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
  - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

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# Agenda Item 5

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 22<sup>nd</sup> January 2024 at 10:00 hours.

### **PRESENT:-**

Members:-

Councillor Donna Hales in the Chair

Councillors Rita Turner (Vice-Chair), Amanda Davis, Louise Fox and Vicky Waplington.

Officers:- Steve Brunt (Strategic Director of Services), Jim Fieldsend (Director of Governance and Legal Services & Monitoring Officer), Victoria Dawson (Assistant Director of Housing Management and Enforcement), Joanne Wilson (Housing Strategy and Development Officer), Thomas Dunne-Wragg (Scrutiny Officer), and Amy Bryan (Governance and Civic Manager).

### **CS39-23/24 APOLOGIES FOR ABSENCE**

An apology for absence was received on behalf of Councillor Phil Smith.

### **CS40-23/24 URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **CS41-23/24 DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **CS42-23/24 MINUTES**

Moved by Councillor Vicky Waplington and seconded by Councillor Rita Turner  
**RESOLVED** that the Minutes of the Customer Services Scrutiny Committee held on 20<sup>th</sup> November 2023 be approved as a correct record.

### **CS43-23/24 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Moved by Councillor Vicky Waplington and seconded by Councillor Louise Fox  
**RESOLVED** that the List of Key Decisions and items to be considered in private document be noted.

## CUSTOMER SERVICES SCRUTINY COMMITTEE

### CS44-23/24 PRIVATE SECTOR HOUSING STRATEGY

The Housing Strategy and Development Officer presented the draft Private Sector Housing Strategy 2024-2027. The draft Strategy and a Delivery Plan were attached to the report at Appendices 1 and 2.

The report explained that during 2019 a desktop survey had been undertaken to assess the condition of private sector housing across Derbyshire. This survey established that the Council had complex housing issues within the private rented sector. As a result, it had been agreed to develop private sector housing strategies to help engage with the private sector, to improve the quality of accommodation, develop good management practices and reduce homelessness.

A Member of the Committee commented that a common complaint was that the Council focussed on landlords and not the tenants and it was therefore helpful that this strategy was clear about who was responsible for various issues. It was also noted that some of the main issues reported to Councillors were around repairs.

In answer to a question about how to address landlords who were not part of the scheme, the Housing Strategy and Development Officer confirmed that work was being undertaken to update the information it held on landlords but if Councillors became aware of new landlords they could signpost them to the Housing Team. It was also reported that once the Strategy had been approved by Executive there would be a launch event, newsletters twice a year and a landlords' forum.

Moved by Councillor Vicky Waplington and seconded by Councillor Rita Turner

**RESOLVED** that (1) the proposed Strategy and Delivery Plan, as reviewed by the Committee, be noted and all comments made be considered by officers as part of the consultation.

(2) the Committee considered that the proposals would meet the desired outcomes, with any amendments as necessary following consultation, and the Strategy be recommended to Executive for approval.

### CS45-23/24 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

Committee considered its current work plan for 2023/24.

Moved by Councillor Amanda Davis and seconded by Councillor Vicky Waplington

**RESOLVED** that the Work Programme 2023/24 be noted.

The meeting concluded at 10:21 hours.

## Bolsover District Council

### Meeting of the Customer Services Scrutiny Committee on 25th March 2024

### Customer Service Standards/ Compliments, Comments and Complaints Report 23/24 1<sup>st</sup> October 2023 to 31st December 2023

### Report of the Portfolio Holder for Health & Wellbeing

<b>Classification</b>	This report is Public
<b>Contact Officer(s)</b>	Lesley Botham Customer Service, Complaints & Standards Manager

#### PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1<sup>st</sup> October 2023 to 31st December 2023.
- To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

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#### REPORT DETAILS

##### **1. Background**

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

##### **2. Details of Proposal or Information**

##### **2.1 Customer Service Standards**

Appendix 1 and 2 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

### 2.1.1 Revenues & Benefits (Appendix 1)

**Target – Revenues 65% of incoming calls to be answered within 20 seconds**

Revenues ‘direct dial’ achieved 80% for Quarter 3.

**Target – Benefits 78% of incoming calls to be answered within 20 seconds**

Benefits ‘direct dial’ achieved 91% for Quarter 3.

### 2.1.2 Contact Centres (Appendix 1)

#### Telephones

**Target - 75% of incoming calls to be answered within 20 seconds**

Contact Centres achieved 78% for quarter 3 (15,976 calls answered).

#### E-mails

**Target 1 - 100% to be acknowledged within 1 working day**

**Target 2 - 100% to be replied to within 8 working days**

For this reporting period, 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 2023:

- 7,219 email enquiries (in Q3) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- 100% were acknowledged within one working day
- 99.7% were replied to in full within 8 working days with 19 emails over target 8 working days for Q3.

#### Live Chat

**Target - 75% of incoming Live Chats to be answered within 20 seconds**

Contact Centres achieved 96% for Q3 (586 chats answered)

### 2.1.3 Corporate Telephone Standard (Appendix 2)

**Target - 93% to be answered within 20 seconds**

Appendix 2 shows the performance between 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 2023 by quarterly period.

The report identifies in Quarter 3 **83%** of incoming calls are being answered corporately within 20 seconds cumulatively, which is below standard.

Departments who met or were above the target of 93% were Communications, Finance and Accountancy, Performance & Improvement, Scrutiny, Facilities and Property & Services. All other services were below the 93% target, however it

should be noted that the amount of abandoned calls is improving (as below) , which needs to be positively recognised.

A reminder across all services would be beneficial to promote 01246 242424 as the main customer contact rather than individual officer direct dial extensions, to assist with meeting this target.

### **Target – 10% Unanswered Calls (Abandoned)**

Appendix 2 shows the performance between 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 2023 quarterly period. The report identifies Quarter 3, **6%** of incoming calls direct to service areas are not being answered which is within the 10% target.

Departments meeting or exceeding the target include Finance and Accountancy, Audit, Revenues and Benefits, Joint ICT, Planning and Joint Environmental Health.

## **2.2 Compliments, Comments and Complaints**

### Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total **69** compliments were received during Q3 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 2023. Compliments were received from customers who appreciated excellent service and passed to the respective department to cascade to their teams.

### Comments

Appendix 3 (B) shows the number of written comments received for the period Q3 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 2023, **9** Comments were received and 100% were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

### Complaints

#### Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service, in total **63** complaints were recorded on the Customer Information System (51) and Open Housing Repairs system (12) for the period Q3 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 2023.

90% of which were responded to within our customer standard of 3 working days, which is below the target of 95% and only 4 Stage 1 complaints required escalation to Stage 2 process.

It is worth noting that all 6 of the complaints which were out of time were only out of time by 1 working day. Out of these late complaints, 3 were from the Refuse department and was due to late responses from the service area, 2 were from the Grounds Maintenance department and was due to an officer on annual leave,

both customers were happy to wait in this instance. Finally, 1 was from the Repairs department and was due to a late response from the department combined with the Customer Standards and Complaints Officer being on annual leave with no staff cover.

#### Formal Investigation (stage two)

Appendix 3 (D,E) shows the number of Formal Investigation complaints and M.P. enquiries received by department, **18** formal complaints Q3 1<sup>st</sup> October 2023 to 31st December 2023 and **45** M.P. enquiries during this same period.

100% of Formal complaints and 100% of M.P. enquiries were responded to within our customer service standard of 15 working days, target is above the 95% for both S2 and MP responses.

#### Internal Review (stage three)

Appendix 3 (F) shows the number of stage three complaints received for the period by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. **4** stage three complaints were received and responded to within the standard of 20 working days complaints in Q3 1<sup>st</sup> October 2023 to 31st December 2023.

#### Ombudsman

Appendix 3 (F) shows **1** Ombudsman complaint has been received for Q3 period 1<sup>st</sup> October 2023 to 31st December 2023. A decision not to investigate was made by the Ombudsman as not enough evidence to justify any fault in the way the Council acted.

### **3. Reasons for Recommendation**

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 None

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## **RECOMMENDATION**

1. That the Customer Services Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

Approved by Councillor M Dooley Port Folio holder for Health & Wellbeing

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**IMPLICATIONS:**

**Finance and Risk:**            Yes             No

**Details:**

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On behalf of the Section 151 Officer

**Legal (including Data Protection):**            Yes             No

**Details:**

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

On behalf of the Solicitor to the Council

**Environment:**

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

**Details:**

Any complaints linked to environmental issues are dealt with in line with our policies.

**Staffing:**            Yes             No

**Details:**

Not applicable as the report is to keep Elected Members informed.

On behalf of the Head of Paid Service



## DECISION INFORMATION

<p><b>Is the decision a Key Decision?</b>  A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><b>Revenue - £75,000</b> <input type="checkbox"/> <b>Capital - £150,000</b> <input type="checkbox"/>  <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p><b>Is the decision subject to Call-In?</b>  <i>(Only Key Decisions are subject to Call-In)</i></p>	No

<p><b>District Wards Significantly Affected</b></p>	All
<p><b>Consultation:</b>  <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input type="checkbox"/>  <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/>  <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/></p>	<p>Yes</p> <p>Details:</p>

<p><b>Links to Council Ambition: Customers, Economy and Environment.</b></p>
<p>Increasing customer satisfaction with our services  Improving customer contact and removing barriers to accessing information  Actively engaging with partners to benefit our customers  Promoting equality and diversity and supporting vulnerable and disadvantaged people</p>

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Customer Service Standards monitoring
2.	Telephony performance
3.	<p>Compliments, Comments and Complaints:</p> <p>A. Compliments by department 01/10/23 to 31/12/23</p> <p>B. Comments by department 01/10/23 to 31/12/23</p> <p>C. Frontline Resolution (S1) complaints by department 01/10/23 to 31/12/23</p>

	D. Formal Investigation (S2) complaints 01/10/23 to 31/12/23 E. M.P Enquiries 01/10/23 to 31/12/23 F. Internal Review (S3) complaints 01/10/23 to 31/12/23 G. Ombudsman Complaint Investigation 01/10/23 to 31/12/23
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<b>Background Papers</b>
<b>None</b>

APPENDIX 1 – Customer Service Standards Monitoring 01/10/23 to 31/12/23

Key Customer Service Standards - Performance Monitoring - 2023/2024															
Period	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
	No. of Incoming Calls Answered(Direct Dial)	% of Calls Answered within 20 Seconds	No. of Incoming Calls Answered - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues	% of Calls Answered within 20 Seconds - Benefits	No.of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Live Chats Contact Centres	% of Live Chats Answered within 20 seconds - Contact Centres	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days	No. of M.P. Enquiries Received	% Responded to within 15 Working Days
Target		93%		75%	65%	78%		100%	100%		75%		97%		97%
April to June	23,863	87%	18,478	82%	75%	93%	9,586	100%	100%	769	91%	27	96%	71	91%
Quarter 1 Cumulative	23,863	87%	18,478	82%	75%	93%	9,586	100%	100%	769	91%	27	96%	71	91%
July to September	24,494	94%	16,884	83%	78%	91%	9,276	100%	100%	724	92%	32	100%	55	100%
Quarter 2 Cumulative	48,357	91%	35,362	83%	77%	92%	18,862	100%	100%	1493	92%	59	98%	126	96%
October to December	22,949	83%	15,976	78%	80%	91%	7,219	100%	100%	586	96%	18	100%	45	100%
Quarter 3 Cumulative	71,306	88%	51,338	81%	78%	92%	26,081	100%	100%	2,079	93%	77	99%	171	97%
January to March															
Quarter 4 Cumulative	71,306	88%	51,338	81%	78%	92%	26,081	100%	100%	2,079	93%	77	99%	171	97%

APPENDIX 2 –Telephony Performance 01/10/23 to 30/12/23

2022/23 Q1 & Q2 Oct - Mar Target - 93% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)	Q1						Q2					
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
<b>Services</b>												
Services Director Executive, Governance, Customer Services & Partnerships	52	27	21	77%	25	48%	38	19	18	94%	19	50%
Customer Services	137	112	106	94%	25	18%	98	83	80	96%	15	15%
HR & Payroll	272	241	238	98%	31	11%	221	191	188	98%	30	14%
Partnership Team	143	112	107	95%	31	22%	93	78	75	96%	15	16%
Communications	93	82	82	100%	11	12%	120	102	102	100%	18	15%
Executive	1	0	0	0%	1	100%	0	0	0	100%	0	0%
<b>Services Director Finance &amp; Section 151 Officer</b>	26	26	26	100%	0	0%	19	19	19	100%	0	0%
Finance & Accountancy	302	292	291	99%	10	3%	295	282	279	98%	13	4%
Revenues & Benefits	9879	9863	7826	79%	16	0%	8590	8547	7006	81%	43	1%
Joint ICT	1161	1107	935	84%	54	5%	1167	1118	944	84%	49	4%
Audit	0	0	0	0%	0	0%	0	0	0	0%	0	0%
<b>Services Director Corporate &amp; Legal Services and Monitoring Officer</b>	20	20	20	100%	0	0%	20	20	20	100%	0	0%
Legal	73	45	44	97%	28	38%	18	18	17	94%	0	0%
Elections	308	240	232	96%	68	22%	119	68	66	97%	51	43%
Governance	67	60	59	98%	7	10%	70	58	57	98%	12	17%
Procurement	98	69	65	94%	29	30%	103	79	74	93%	24	23%
Performance & Improvement	87	78	78	100%	9	10%	74	66	65	98%	8	11%
Scrutiny	5	5	5	100%	0	0%	10	10	10	100%	0	0%
<b>Total</b>	<b>12724</b>	<b>12379</b>	<b>10135</b>	<b>84%</b>	<b>345</b>	<b>18%</b>	<b>11055</b>	<b>10758</b>	<b>9020</b>	<b>90%</b>	<b>297</b>	<b>12%</b>
<b>Strategy</b>												
Strategic Director of Services	0	0	0	0%	0	0%	14	12	12	100%	2	14%
Planning & Planning Policy	748	719	678	94%	29	4%	756	718	672	93%	38	5%

Joint Environmental Health	2504	2393	2010	84%	111	4%	2722	2597	2189	87%	125	5%
Housing Management & Enforcement	2611	2272	2178	96%	339	0%	2959	2602	2382	93%	357	12%
Corporate Health & Safety	50	27	27	100%	23	46%	34	21	21	100%	13	38%
Street Scene	2049	1849	1788	95%	200	7%	2003	1836	1759	96%	167	8%
Leisure, Health & Well Being	5	5	5	100%	0	0%	1630	1355	1307	96%	275	17%
	<b>7967</b>	<b>7265</b>	<b>6686</b>	<b>81%</b>	<b>702</b>	<b>9%</b>	<b>10118</b>	<b>9141</b>	<b>8342</b>	<b>95%</b>	<b>977</b>	<b>14%</b>
<b>Dragonfly</b>												
<b>Dragonfly Development Ltd Director</b>	5	5	5	100%	0	0%	3	2	2	100%	1	33%
Repairs	3656	3471	3165	91%	185	5%	4055	3754	3460	92%	301	7%
Economic Development	89	67	66	98%	22	25%	70	56	54	96%	14	20%
Facilities	158	156	151	96%	2	1%	201	197	195	98%	4	2%
Property & Commercial	285	238	235	98%	47	16%	358	298	293	98%	60	17%
Property Services	307	274	265	96%	33	11%	292	284	277	97%	8	3%
Engineers	15	8	7	87%	7	47%	8	4	4	100%	4	50%
<b>Total</b>	<b>4515</b>	<b>4219</b>	<b>3894</b>	<b>95%</b>	<b>296</b>	<b>15%</b>	<b>4987</b>	<b>4595</b>	<b>4285</b>	<b>97%</b>	<b>392</b>	<b>19%</b>
	<b>25206</b>	<b>23863</b>	<b>20715</b>	<b>87%</b>	<b>1343</b>	<b>14%</b>	<b>26160</b>	<b>24494</b>	<b>21647</b>	<b>94%</b>	<b>1666</b>	<b>15%</b>

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:

Answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds

Which ring off within 20 seconds are unanswered (Abandoned)

Does not meet target

2022/23 Q1 & Q2 Oct - Mar Target - 93% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)	Q3						Q4					
	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Department (by directorate)												
Services												
Services Director Executive, Governance, Customer Services & Partnerships	22	15	10	45%	7	32%						
Customer Services	109	83	80	73%	26	24%						
HR & Payroll	230	200	195	85%	30	13%						

Partnership Team	11	8	7	64%	3	27%							
Communications	80	78	78	98%	2	3%							
Executive	2	0	0	0%	2	100%							
<b>Services Director Fiance &amp; Section 151 Officer</b>	15	15	15	100%	0	0%							
Finance & Accountancy	216	208	205	95%	8	4%							
Revenues & Benefits	8103	8081	6753	83%	22	0%							
ICT	975	923	781	80%	52	5%							
Audit	0	0	0	0%	0	0%							
<b>Services Director Corporate &amp; Legal Services and Monitoring Officer</b>	13	12	12	92%	1	8%							
Elections	135	80	76	56%	55	41%							
Governance	90	78	77	86%	12	13%							
Legal	9	8	8	89%	1	11%							
Procurement	87	68	60	69%	19	22%							
Performance & Improvement	80	78	78	98%	2	3%							
Scrutiny	9	9	9	100%	0	0%							
<b>Total</b>	<b>10186</b>	<b>9944</b>	<b>8444</b>	<b>83%</b>	<b>242</b>	<b>2%</b>							
<b>Strategy</b>													
<b>Strategic Director of Services</b>	25	23	23	92%	2	8%							
Assistant Directors	46	41	41	89%	5	11%							
Planning & Planning Policy	767	729	685	89%	38	5%							
Environmental Health (50%)	2316	2240	1839	79%	76	3%							
Housing Management & Enforcement	2848	2500	2309	81%	348	12%							
Corporate Health & Safety	54	33	33	61%	21	39%							
Street Scene	1687	1493	1417	84%	194	11%							
Leisure, Health & Well Being	1303	1069	1034	79%	234	18%							
<b>Total</b>	<b>9046</b>	<b>8128</b>	<b>7381</b>	<b>82%</b>	<b>918</b>	<b>10%</b>							
<b>Overall Total</b>	<b>19232</b>	<b>18072</b>	<b>15825</b>	<b>82%</b>	<b>1160</b>	<b>6%</b>							
<b>Dragonfly</b>													
<b>Dragonfly Development Ltd</b>	3	1	1	33%	2	67%							
Repairs	4091	3860	3552	87%	231	6%							

Economic Development	48	37	37	77%	11	23%						
Facilities	261	253	251	96%	8	3%						
Property & Commercial	407	337	332	82%	70	17%						
Property Services	397	389	378	95%	8	2%						
Engineers	1	0	0	0%	1	100%						
<b>Total</b>	<b>5208</b>	<b>4877</b>	<b>4551</b>	<b>87%</b>	<b>331</b>	<b>6%</b>						
	<b>24440</b>	<b>22949</b>	<b>20376</b>	<b>83%</b>	<b>1491</b>	<b>6%</b>						

**Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:**  
**Answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds**  
**Which ring off within 20 seconds are unanswered (Abandoned)**

**Does not meet target**

Appendix 3 (A) Compliments by Department 01/10/23 to 30/12/23

<b>Q3 COMPLIMENTS SUMMARY 2023/24</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Compliment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>Oct-23</b>	1	Creswell	Customer has lived in various places over the UK and has said that the service from Bolsover District Council is by far one of the best. From customer service, refuse and to keeping our flowerbeds and everything else looking nice in the summer.	Contact Centre	2
	1	Shirebrook	Customer has a medical problem and struggles to communicate. They wanted to thank all the staff at Shirebrook contact centre for their care and patience.		
	1	Whitwell	Whitwell Parish Council would like to pass on thanks to BDC for supporting small businesses with the Business in Bolsover Scheme which is very useful and well run.	Economic Development	1
	1	Oxcroft	Customer would like to pass on their commendation the Outreach worker who has been out to their property to help them. The worker was very kind, helpful and went above and beyond for them and they were very happy for the help received.	Environmental Health	1
	1	Unknown	Would like to thank this finance staff for being fabulous as well as always helping them deliver the HSF scheme.	Finance	1
	1	Unknown	Would like to thank the Housing Needs Officers for their support which makes things much easier when navigating housing with families. The support of the Housing Needs Officer has helped multiple families and makes the reporters job a lot easier when navigating housing options and needs of families	Housing	1
	2	Clowne	Customer wanted to thank the repairs planner who helped sort the water feed into their property.	Housing Repairs and Maintenance	3
		Clowne	Called to thank XXX for the fantastic job that they have done today. They have made an excellent job and left the kitchen clean and tidy after they took the dust sheet up. They are a lovely person and treated them very nicely and not just as another job. They are so pleased.		
	1	Whitwell	Would like to thank the repairs team and repairs operative for the new door fitted to their bungalow, they are very happy with it and the operative has done a lovely job.		



**Q3 COMPLIMENTS SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Compliment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Unknown	Customer would like to thank the Leisure department for the opportunity to have a cricket home ground and grow.	Leisure	1
	1	Tibshelf	Would like to thank the Revenues Officer for all their help.	Revenues & Benefits	3
	2	Unknown	Customer has thanked the benefit officer for the awarding and help of the Discretionary Housing payments. They appreciate their help.		
			Would like to thank the Benefits officer for the information provided which was helpful and much appreciated.		
	1	Bolsover	Customer wanted to pass his thanks onto the three members of the Grounds Maintenance team for the excellent work they have today done clearing all the leaves from a road.	Street Scene	9
	2	Creswell	Customer called to praise the bin crew who do an excellent job every week emptying the bins in Creswell.		
			Customer has lived in various places over the UK and has said that the service from Bolsover District Council is by far one of the best. From customer service, refuse and to keeping our flowerbeds and everything else looking nice in the summer.		
	1	Palterton	Customer has telephoned today to say thank you. They reported their green bin damaged 11.10.2023 and replaced today 13.10.2023. Excellent service.		
	1	Pinxton	Customer called to thank the bin men as they informed them they had accidentally driven the vehicle into the fence and damaged it.		
	2	South Normanton	Customer would like to thank whoever has round swept out in front of their property, they have done an excellent job.		
			Customer called to pass on their thanks to the person who did the sweeping of the road near their property. They did a brilliant job.		
	1	Unknown	Customer called to say that they thought the Grounds Maintenance staff member operating the mower was doing a good job cutting grass verges.		

Q3 COMPLIMENTS SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Whitwell	Customer would like to say a big thankyou to the road sweeper who came up this morning and swept the road. Their car was parked outside, and the operative waited for them to move the car. They are very appreciative of the operative's kindness and patience.		
<b>Total compliments for October 2023. Split by department</b>					<b>22</b>
<b>Total compliments for October 2023.</b>					<b>21</b>
Nov-23	1	Whitwell	Customer rang to say that they had received the In Touch Newspaper and wanted to say how good it was especially Page 6 regarding recycling. They said the information was very clear and easy to understand and it was easy to see on the pinkish background.	Communications	1
	2	Bolsover	Customer wanted to thank the customer advisor for helping them with their bin replacement as they were friendly and informative. They also wanted to thank the refuse department for replacing their bin so quickly as it was done in under 1 day which is exceptional service.	Contact Centre	5
			Customer called in to bring a rent refund form in. They said it doesn't matter who they speak or deal with in any of the council departments, everyone is friendly, respectful and helpful. They said everyone does a fantastic service		
	1	Shirebrook	Customer wanted to thank the customer advisor for being a true help and appreciates them for helping when they didn't know where to turn to. They are a diamond.		
	1	Unknown	Customer advisors assisted customers in completing Housing Applications. The customers were anxious about visiting but when leaving they praised the advisors for being approachable, kind and caring.		
	1	Whitwell	Customer wanted to pass on how lovely the Arc is, from the car park to the layout of the building and how decent the staff are. Has been a few times lately with their friend and has been very impressed with how friendly the staff have been.		
1	Bolsover	Customer was really pleased with the pest controllers' attitude, they were nice, empathetic and explained well. Advised it was a pleasure to deal with them and they are a credit to the Council.	Environmental Health		

**Q3 COMPLIMENTS SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Compliment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Bolsover	Customer called in to bring a rent refund form in. They said it doesn't matter who they speak or deal with in any of the council departments, everyone is friendly, respectful and helpful. They said everyone does a fantastic service	Housing	3
	1	Creswell	Customer wanted to thank the warden for arriving so quickly, being kind and helping him.		
	1	South Normanton	Customer would like to thank the enforcement ranger who visited their mother. They did a brilliant job of calming down the situation and putting their mother at ease and they are really impressed with the ranger.		
	1	Whitwell	Customer wanted to pass on how lovely the Arc is, from the car park to the layout of the building and how decent the staff are. Has been a few times lately with their friend and has been very impressed with how friendly the staff have been.	Leisure	1
	1	Bolsover	Customer wanted to thank the Planner for getting back to them so quickly it was really appreciated.	Planning	6
	1	Out of Area (Abingdon)	Wanted to thank the principal planner for all their efforts on an application and that their help was very much appreciated.		
	1	Out of Area (Solihull)	Customer wanted to say thank you for dealing with their application so professionally and always keeping them up to date. They realise planning departments are understaffed with the deluge of work, so to turn the application around and work with them is really appreciated.		
	3	Unknown	Customer would like to thank the Planning Officer working on their case as it has been a pleasure to work with them.		
			Customer would like to thank the Planning department who have been fantastic to deal with		
			Customer would like to thank the Planning Case Officer for all their help and guidance. They have made a great different to the process with them and they wish to work with them again.		
	1	Whitwell	Customer wanted to pass on how lovely the Arc is, from the car park to the layout of the building and how decent the staff are. Has been a few times lately with their friend and has been very impressed with how friendly the staff have been.	Property Services	1

**Q3 COMPLIMENTS SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Compliment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	2	Bolsover	Customer would like to thank the electrical operative who dealt with the electrical problems promptly and efficiently. They did a great job, no mess and were polite.	Housing Repairs and Maintenance	10
			Customer called in to bring a rent refund form in. They said it doesn't matter who they speak or deal with in any of the council departments, everyone is friendly, respectful and helpful. They said everyone does a fantastic service		
	1	Langwith	Customer would like to thank advisor for all their help with sorting the repair this afternoon.		
	2	Langwith Junction	Customer called to say thank you for the repairs that had been sorted, they are very grateful and the repairs operative was very kind and helpful.		
			Customer would like to thank the workman that came out to do work on their shed they are very pleased with it and they would like to thank the workman who repaired their toilet a while back.		
	1	New Houghton	Customer would like to thank the person who listened and sorted out their concerns after the recent reproofing on their neighbours house. Them and their neighbour are extremely happy how this situation was dealt with. Would like to also pass on their thanks to the leader at Doe Lea		
	1	Pinxton	Customer would like to pass on their thanks to all involved with replacing their boiler, everyone has been excellent.		
	1	South Normanton	Customer wanted to thank the workman that attended to rectify work done previously after a complaint. They were polite, worked hard and did a great job.		
	2	Whitwell	Customer would like to thank the plumber for doing a good job this morning. Very courteous, well mannered, job well done.		
			Customer wanted to thank the team for sorting their toilet floor creaking.		

Q3 COMPLIMENTS SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Langwith	Customer spoke to a lovely benefits officer who helped them fill in a form. The Senior Benefits Officer called and spoke with them regarding their Council Tax single occupancy discount and they would like to thank them for all their help.	Revenues & Benefits	2
	1	Tibshelf	Customer wished to thank the Principal Billing and Recovery Officer regarding the Council Tax flood discount as they had been really helpful.		
	2	Bolsover	Customer would like to thank the Grounds Maintenance and Street Cleansing Manager for organising the tree cutting near their property. It was completed yesterday and they are very grateful.	Street Scene	7
			Customer wanted to thank the customer advisor for helping them with their bin replacement as they were friendly and informative. They also wanted to thank the refuse department for replacing their bin so quickly as it was done in under 1 day which is exceptional service.		
	1	Pinxton	Customer called to say their bin was missed last Tuesday and they were originally told they would have to wait a week for the mop up round. However, they have been this morning and the customer is very grateful.		
	1	South Normanton	Customer wanted to thank the Street scene department for their excellent service delivering the bins		
	2	Unknown	Customer wanted to compliment the litter picking team on the A619 Worksop - Barlborough, said they were doing a brilliant job.		
			Customer wanted to thank the Grounds Maintenance team for their clearance of a property, they thought the workmen were fantastic and worked really hard.		
	1	Whitwell	Customer wanted to thank the bin crew for coming to collect his missed bin.		
<b>Total compliments for November 2023. Split by department</b>					<b>37</b>
<b>Total compliments for November 2023.</b>					<b>32</b>

**Q3 COMPLIMENTS SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Compliment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>Dec-23</b>	1	Creswell	Would like to thank the Customer Advisor who helped her a lot with a variety of issues. They were professional and kind and explained everything properly.	Contact Centre	3
	1	South Normanton	Customer wanted to express their thanks for the help they have received from the South Normanton Contact Centre staff for their assistance in paying his Council Tax, as they are blind, and taking the time to chat with them which is appreciated.		
	1	Tibshelf	Wanted to thank the Customer Advisor for listening and helping.		
	1	Clowne	Wanted to thank the Finance Apprentice for all their hard work they think they are incredible and amazing at their job.	Finance	1
	3	Unknown	Customer advised of how great the help received from the ranger was. They think it is good to know that there is such a great service if you are need. Customer thanked the Carline and Independent Living Manager for all their help, kindness and support. They feel much better with their situation following a meeting with them. Customer wanted to thank the Housing Options Officer who had been very helpful.	Housing	3
	1	Bolsover	Thanked all those involved in their planning application for turning it around so quickly.	Planning	2
	1	Unknown	Thanked the Planning case officer for picking up a file halfway through but still completing it on time in a helpful and professional manner.		
	1	Shirebrook	Customer wanted to give their utmost compliments to the contractors who replaced their Council roof. Their work is outstanding and they worked to ensure minimal fuss to the resident. They were exceptionally tidy, courteous and they are a credit to themselves.	Property Services	1
	1	Clowne	Customer would like to thank the Repairs Operatives who have worked hard, not stopped, done a thorough good job at their door repair today.	Housing Repairs and Maintenance	2
	1	Shirebrook	Customer wanted to thank the repairs operative for being very polite.		
	1	Creswell	Customer wanted to thank the Refuse team for a very prompt service of their replacement bin which was delivered the next day.	Street Scene	4
	1	Langwith	Would like to advise the grass cutter has done a brilliant job.		
	1	Rowthorne	Thanked the Refuse department for delivering their new bin the day after the request.		

<b>Q3 COMPLIMENTS SUMMARY 2023/24</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Compliment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Scarcliffe	Would like to compliment the road sweeper who has worked in Scarcliffe this week. They have done a thorough, exceptional job cleaning the village especially the area near their property.		
<b>Total compliments for December 2023. Split by department</b>					<b>16</b>
<b>Total compliments for December 2023.</b>					<b>16</b>

<b>Total compliments for Q3 2023-2024. Split by department</b>					<b>75</b>
<b>Total compliments for Q3 2023-2024.</b>					<b>69</b>

Appendix 3 (B) Comments by Department 01/10/23 to 30/12/23

<b>Q3 COMMENTS SUMMARY 2023/24</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Comment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
Oct-23	1	Glapwell	Customer wanted to ensure that all staff including the Rangers are aware of third party authorisations	Community Safety	1
	1	Shirebrook	Customer advised the automated message when calling the Council is lengthy and difficult to understand.	Contact Centre	1
	1	Creswell	Customer commented on the parking of a council staff members vehicle	Repairs	1
	1	Tibshelf	Customer ringing to check that the information on the bin calendars regarding recycling is correct. Advised that it is. However, they had asked a member of the bin crew if they still need to put this in a separate plastic bag in the bin as per calendar; Bin crew member advised them it could just all go in together. Refuse confirmed information is correct on the calendar and will address this with bin crew.	Street Scene	1
<b>Total comments received for October 2023. Split by department</b>					<b>4</b>
<b>Total comments received for October 2023</b>					<b>4</b>
Nov-23	1	Unknown	Customer is commenting on a family and ASB in an area. This is an ongoing issue for Housing. The customer wants to remain anonymous.	Housing	1
	1	South Normanton	Customers appointment did not go ahead today, they wanted to suggest that in the future a call, email or text should go to the customer to inform them.	Repairs	1
	1	Barlborough	Customer wanted to pass on their comments regarding the green bin collection stopping. Their green bin is already nearly full again following the final collection until March. They believe they are paying for this service through Council Tax, which is going up, they do not believe they should have to pay for the bulky collection to dispose of the waste. They think doing an odd collection throughout the winter months would make a lot of people happy and the King would agree with this policy on climate change of waste,	Streetscene	1
<b>Total comments received for November 2023. Split by department</b>					<b>3</b>



<b>Q3 COMMENTS SUMMARY 2023/24</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Comment Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>Total comments received for November 2023</b>					<b>3</b>
Dec-23	1	Unknown	Customer reported an incident to the Council which was for DCC they believe they shouldn't have to ensure they pass it to the right government department and the Council should have dealt with and passed through. Explained GDPR reasoning so thinks it would be good to have a check box which consents for details to be shared on the enquiries page.	Communications	1
	1	Unknown	Customer reported an incident to the Council which was for DCC they believe they shouldn't have to ensure they pass it to the right government department and the Council should have dealt with and passed through. Explained GDPR reasoning so thinks it would be good to have a check box which consents for details to be shared on the enquiries page.	Contact Centre	1
	1	South Normanton	Customer received 2 invoices for the careline service, said that customers are not being made aware of this. Also, thinks the invoices need a pay by date.	Finance & Accountancy	1
<b>Total comments received for December 2023. Split by department</b>					<b>3</b>
<b>Total comments received for December 2023</b>					<b>2</b>
<b>Total Comments for Q3 2023-2024. Split by department</b>					<b>10</b>
<b>Total Comments for Q3 2023-2024</b>					<b>9</b>

APPENDIX 3 (C) – Frontline Resolution (S1) Complaints by Department 01/10/23 to 30/12/23

Informal Complaints Summary Q3 2023-2024					
MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
34 Bolsover District Council October 2023	1	New Houghton	Customers bulky collection item has not been collected due to data being inputted incorrectly.	Contact Centre	1
	1	Creswell	Tenant wanted to clarify when his gas service was going to be done but was spoken to very abruptly.	Repairs	2
	1	New Houghton	Tenant was informed to put in an informal complaint if they were unhappy with the work carried out by the voids team.		
	2	Barlborough	Regarding the state of the road after the grass cutting that has taken place	Street Scene	21
Regarding the state of the grass in front of his property after the grass cutting that has taken place					

**Informal Complaints Summary Q3 2023-2024**

MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
35	1	Blackwell	Bin order has taken a long time to be delivered		
	4	Bolsover	Not happy that the bins have been refused when it is the previous tenants rubbish.		
			Regarding a missed bin on the mop up collection		
			Regarding his assisted bin collections being missed		
			Regarding bins not being returned to the correct location point.		
1	Clowne	Regarding a Grounds Maintenance members attitude and the state of the garden			

**Informal Complaints Summary Q3 2023-2024**

MONTH / YEAR	No. of reports per parish per Department	PARISH	Informal Complaint Header	Service Area	Numbers Per Department
36	1	Creswell	Regarding ongoing missed bin collections		
	1	Elmton	Regarding ongoing missed bin collections		
	1	Hodthorpe	Regarding bins not being collected due to a change of date they were not made aware of		
	1	Newton	Customer disputes that their bin was out for collection and that the tracker reports are incorrect		
	1	Shirebrook	Regarding their black bin being missed.		
	2	South Normanton	The majority of the additional recycling at the side of the burgundy bin was not taken		
			Green Bin keeps getting missed		
	1	Stainsby Common	Unprofessional behaviour of bin crew members which was sarcastic.		
	1	Steetley	Regarding ongoing missed bin collections		
	1	Tibshelf	Not happy that their bins are frequently missed		
	1	Westhouses	Burgundy Bin has not been returned to correct location and customer is not happy with the attitude of the burgundy crew		
	2	Whitwell	Operator accidentally sprayed weed killer on customers plants by not being careful. The department do not seem to remove the cuttings when mowing the grass anymore. More action should be taken regarding the Council encouraging dog mess to be picked up.		

**Informal Complaints Summary Q3 2023-2024**

<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
			Regarding ongoing missed bin collections on the whole road		
<b>Total informal complaints received for October 2023. Split by department</b>					<b>24</b>
<b>Total information complaints received for October 2023</b>					<b>24</b>
37 Bolsover District Council November 2023	1	Creswell	Customer is not happy that the Customer Advisor told them the emergency repair would be the same day when it is actually booked in for the next working day.	Contact Centre	2
	1	Tibshelf	Customer is complaining the payment online and automated pay line did not work		
	1	Rowthorne	Customer is not happy that the pest controller would not give an approximate time for their visit. They requested this when booking and nobody called.	Environmental Health	1
	1	Bolsover	Customer is not happy about the unannounced visit from a warden. They didn't like their attitude or behaviour.	Housing	1
	1	Pleasley	Customer is not happy that his comment on a planning application has been redacted.	Planning	1
	1	Bolsover	Tenant would like to complain about the workmen who are completing work on the fence for their neighbours. They also advised they were not made aware any workmen would come onto their garden.	Repairs	8

**Informal Complaints Summary Q3 2023-2024**

<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
38	1	Clowne	Tenant does not believe the work was carried out properly at their property and the job is still outstanding.		
	1	Creswell	Tenant is not happy that there is a 24 hour response time and due to them being elderly their repair should have been more of a priority.		
	4	Shirebrook	Tenant waited in all weekend for the out of hours contractor as advised but they never came		
			Customer was not happy the gas test nipple was split and they could smell gas and had to have a new meter. They also haven't received their gas safety record sheet.		
			Customer is a private resident but their neighbour is a Council property. The neighbour's property has leaked into their chimney and they've had to undertake works which they was reimbursing for.		
			Customer is not happy that several operatives have been to sort an error on the boiler but when she came home from work there was no heating or hot water again.		
	1	Tibshelf	Tenant is not happy with the workman's attitude who attended her property today without an appointment.		
	2	Shirebrook	Regarding their Council Tax direct debit and being referred to enforcement agents	Revenues	2

**Informal Complaints Summary Q3 2023-2024**

<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
39			Customer is not happy that their Council Tax account has gone to the enforcement agents. They are also not happy with the enforcement agent's manner.		
	1	Blackwell	Customer wanted to complain about one of the bin crews' attitude and actions.	Street Scene	9
	1	Bolsover	Customer is not happy that the bin crew do not return the bins and leave them obstructing, they are also not happy with the bin crew's attitude.		
	1	Clowne	Regarding ongoing missed bins		
	1	Glapwell	Customer is complaining regarding bins being left on the pavement.		
	1	Langwith	Customers bin has been missed on the normal collection and two mop up rounds.		
	1	Palterton	Customers burgundy and black bins keep being missed. Said they had already raised an informal complaint but this is not on the system. They also requested a bin calendar which they never received.		
	1	South Normanton	Regarding the Grounds Maintenance team's behaviour and attitude when trimming the trees.		
	1	Whaley Thorns	Customer advises they have never had a black bin and we have always collected his green bin with his black waste in. They have put a missed bin through and the refuse department have advised they need to purchase a black bin and they are not happy for the sudden change.		

**Informal Complaints Summary Q3 2023-2024**

<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Whitwell	Customer has reported missed bins more than 3 occasions in the last 3 months - black and green.		
<b>Total informal complaints received for November 2023. Split by department</b>					<b>24</b>
<b>Total information complaints received for November 2023</b>					<b>24</b>
40 Bolsover District Council December 2023	1	Bolsover	Notice has been put on their vehicle to state it has been abandoned in a car park. They claim it is taxed and insured so is not happy about this.	Environmental Health	2
	1	Tibshelf	Environmental Health have not helped regarding their light pollution complaint to them.		
	1	Barlborough	Not happy their invoices are going to a previous address when he has informed the Council previously of the change of address.	Finance & Accountancy	1
	1	Shirebrook	Council contractor has broken trellis whilst putting scaffolding up.	Property Services	1
	1	Blackwell	Complaint regarding faulty sockets, not happy as said the operative should have done a full test and as a result has lost several items.	Repairs	3
	1	Bolsover	Customer is not happy the inspector was not prepared with the appropriate equipment for the inspection and the appointment had to be re arranged.		
	1	Clowne	Complaint regarding a repair's contractors standard of work as repair not resolved.		
	1	Barlborough	Bin keeps being missed on the rural route and they cannot leave it out continually.	Street Scene	8



**Informal Complaints Summary Q3 2023-2024**

<b>MONTH / YEAR</b>	<b>No. of reports per parish per Department</b>	<b>PARISH</b>	<b>Informal Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>41</b>	4	Bolsover	Customer is not happy that they have not received their bin delivery.		
			The tree they have reported has not been cut back yet.		
			Their bin was missed on the normal collection and the mop up round and they are on the assisted list.		
			Bin has been missed on multiple occasions and the mop up round.		
	1	Creswell	Customers bin has been missed several times and is now not being collected until after Christmas as no further mop up rounds.		
	1	Hodthorpe	Customers bins have stopped being collected from the normal collection point and are sometimes left at the top of the street.		
1	Whaley Thorns	Burgundy Bin has not been returned to correct location and customer is not happy with the attitude of the burgundy crew			
<b>Total informal complaints received for December 2023. Split by department</b>					<b>15</b>
<b>Total information complaints received for December 2023</b>					<b>15</b>

<b>Total informal complaints received for Q3 2023-2024. Split by department</b>	<b>63</b>
<b>Total informal complaints received for Q3 2023-2024. Split by department</b>	<b>63</b>

Appendix 3 (D) (S2) Formal Complaints by Department 01/10/23 – 30/12/23

Q3 Formal Complaints SUMMARY 2023/24					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
42 Oct-23	1	Unknown	Complaint regarding information given regarding their housing application and BDC Housing Allocation Policy.	Contact Centre	1
	1	Clowne	Regarding disability inclusiveness and health and safety at the leisure centre.	Health & Safety	1
	1	Unknown	Complaint regarding information given regarding their housing application and BDC Housing Allocation Policy.	Housing	1
	1	Clowne	Regarding disability inclusiveness and health and safety at the leisure centre.	Leisure	1
	1	Clowne	Regarding disability inclusiveness and health and safety at the leisure centre.	Performance & Improvement	1
	1	Clowne	Regarding disability inclusiveness and health and safety at the leisure centre.	Property Services	1
	1	Clowne	Regarding a Grounds Maintenance Operative and an electrical supervisor's attitude and manner.	Housing Repairs and Maintenance	1
	1	Unknown	Complaint regarding Council Tax. Says they have tried to get help from the Council and they have not helped them.	Revenues	1
	1	Barlborough	Customer would like to complain as their bins were missed on the mop up collection.	Street Scene	4
	1	Clowne	Regarding a Grounds Maintenance Operative and an electrical supervisor's attitude and manner.		
	1	Westhouses	Complaint regarding their bin not being returned to the correct location and the bin crew's attitude.		

**Q3 Formal Complaints SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Whitwell	Regarding Grounds Maintenance weed sprayer killing some of their plants.		
<b>Total formal complaints received October 2023. Split by department</b>					<b>12</b>
<b>Total formal complaints received October 2023</b>					<b>7</b>
37 Nov-23	1	Whitwell	Regarding a noise complaint the customer does not feel Environmental Health have investigated properly and the wrong outcome has been made.	Environmental Health	1
	1	Stainsby	Regarding their bin being continually missed and poor communication by the Refuse department	Street Scene	1
<b>Total formal complaints received November 2023. Split by department</b>					<b>2</b>
<b>Total formal complaints received November 2023</b>					<b>2</b>
43 Dec-23	1	Bolsover	Issues regarding Housing Benefit, Council Tax and Tenancy for their mother.	Benefits	1
	1	Creswell	Did not like the Customer Advisors attitude or manner and thought they were defensive and confrontational.	Contact Centre	2
	1	Out of Area - Meadowgate	Regarding a fixed penalty received, would like evidence and legislation. Not happy with how contact centre staff dealt with the issue and that departments were unavailable due to meetings.		
	1	Whitwell	Ongoing Environmental Health air pollution case. Customer is not happy with the actions taken by the Officers and how investigations have been conducted amongst other issues.	Environmental Health	1
	1	Bolsover	Issues regarding Housing Benefit, Council Tax and Tenancy for their mother.	Housing	2

**Q3 Formal Complaints SUMMARY 2023/24**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
<b>44</b>	1	Out of Area - Meadowgate	Regarding a fixed penalty received, would like evidence and legislation. Not happy with how contact centre staff dealt with the issue and that departments were unavailable due to meetings.		
	1	Shirebrook	Landlord of a property which the Council is a leaseholder for is complaining as they believe the mould and damp is due to the condition of the external property whereas the Council inspectors have claimed it is due to improper ventilation and heating.	Property Services	1
	1	Blackwell	Escalated from an informal complaint. They had a fault within their electric system which they claim caused appliances to stop working.	Housing Repairs and Maintenance	2
	1	Unknown	Damp and mould at their daughter's property.		
	1	Hodthorpe	Escalated from an informal complaint. Their bin presentation point has changed and they are not happy with reasons given for this.	Street Scene	2
	1	Whaley Thorns	Burgundy cardboard side waste was not taken.		
<b>Total formal complaints received December 2023. Split by department</b>					<b>11</b>
<b>Total formal complaints received December 2023</b>					<b>9</b>

<b>Total formal complaints received in Q3 2023-2024. Split by department</b>					<b>25</b>
<b>Total formal complaints received in Q3 2023-2024</b>					<b>18</b>

Appendix 3 (E) MP Enquiries by Department 01/10/23 to 30/12/23

## Q3 MP Enquiries SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
45  Oct-23	1	Creswell	Regarding antisocial behaviour and fly tipping	Community Safety	1
	1	Out of Area (Holmewood)	Regarding streetlights that are not working	DCC	2
	1	Pinxton	Regarding parking in Pinxton		
	1	Hillstown	Regarding an abandoned vehicle	Environmental Health	2
	1	Langwith	Regarding an unoccupied property next to their constituent.		
	1	Pilsley	Regarding animal welfare	External Organisation	1
	1	Clowne	Regarding bedroom tax and housing	Housing	6
	1	Out of Area (Calow)	Regarding a housing application and priority banding.		
	2	Shirebrook	Regarding a housing application		
			Regarding homelessness and a housing application		
	2	Unknown	Regarding a housing application		
			Regarding Council Tenancies and Dangerous Dogs		
	1	Clowne	Regarding an unsuccessful planning application and BDC funding for energy efficiency schemes for residential homes.	Planning	4
	1	Pinxton	Regarding what actions the Council are taking regarding flooding near their home		
	1	South Normanton	Regarding a Planning applications current status and the Councils comments on activity		

## Q3 MP Enquiries SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
46	1	Whitwell	Regarding planning rules		
	1	Bolsover	Regarding seating installation in Bolsover.	Property Services	2
	1	Pinxton	Regarding parking in Pinxton		
	1	Pinxton	Regarding repairs needed at a property	Repairs	2
	1	Whitwell	Regarding a request for an outside door		
	1	Clowne	Regarding bedroom tax and housing	Revenues	2
	1	South Normanton	Regarding council tax reduction exemption		
	1	Creswell	Regarding antisocial behaviour and fly tipping	Street Scene	4
	1	Blackwell	Regarding overgrown hedges and trees		
	1	Hilcote	Regarding a grounds maintenance request for trees and overgrown vegetation on pavements		
	1	Whitwell	Regarding road sweepers not able to clean one side of the road due to parked cars		
<b>Total MP enquiries received in October 2023. Split by department</b>					<b>26</b>
<b>Total MP enquiries received in October 2023</b>					<b>23</b>
Nov-23	1	New Houghton	Regarding antisocial behaviour at their new tenancy address. Has requested to move to a different area due to this.	Community Safety	1
	1	Whitwell	Regarding dangerous parking	DCC	1
	1	Blackwell	Regarding antisocial behaviour on their street from a Council property	Housing	4
	1	Bolsover	Regarding their housing application		
	1	New Houghton	Regarding antisocial behaviour at their new tenancy address. Has requested to move to a different area due to this		
	1	Whitwell	Regarding antisocial behaviour of one of their neighbours		
	1	Bolsover	Regarding a road closure for the Christmas Festival	Legal	1

## Q3 MP Enquiries SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	Bolsover	Regarding a developer blocking public footpath access	Planning	3
	1	Tibshelf	Regarding a lot of grassland being paved over in the area		
	1	Unknown	Regarding planning enforcement and a road with mud on from a development		
	1	New Houghton	Regarding an issue with their shower room	Repairs	1
	1	Creswell	Regarding Council Tax and Recovery	Revenues	1
<b>Total MP enquiries received in November 2023. Split by department</b>					<b>12</b>
<b>47</b>	<b>Total MP enquiries received in November 2023</b>				<b>11</b>
Dec-23	1	Bolsover	Wants an update on an abandoned car which has been reported previously.	Environmental Health	2
	1	Glapwell	Would like to know what is happening with the overgrown hedges at the property next door that have been reported previously.		
	1	Bolsover	Would like to know who maintains an unmaintained alleyway.	Grounds Maintenance	1
	1	Barlborough	Regarding not being allowed a 2 bedroom bungalow.	Housing	4
	2	Clowne	Regarding a homelessness case		
			Rental arrears		
	1	Newton	Wanted to know the status of their Housing Application and what properties are available.	Property Services	2
	1	Stanfree	Would like more information on a potential breach of a planning application		
	1	Glapwell	Would like more information on the First Homes Scheme.		
1	Pleasley	Regarding the management of the dam at Pleasley/			

# Q3 MP Enquiries SUMMARY 2023/24

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	Tibshelf	Charged for business rates before the business is operating.	Revenues	1
<b>Total MP enquiries received in December 2023. Split by department</b>					<b>11</b>
<b>Total MP enquiries received in December 2023</b>					<b>11</b>
<b>Total MP enquiries received in Q3 2023-2024. Split by department</b>					<b>49</b>
<b>Total MP enquiries received in Q3 2023-2024</b>					<b>45</b>



Appendix 3 (F) (S3) Internal Review by Department 01/10/23 to 30/12/23

<b>Q3 Internal Review SUMMARY 2023/24</b>					
<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Internal Review Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
49 Oct-23	1	Bolsover	The customer is not happy with the response provided and would like an internal review.	Housing	2
	1	Shuttlewood	The customer is not happy with the formal response and would like it to be internally reviewed by a director.		
	1	Unknown	The customer is not happy with the response to their FOI and would like it internally reviewed.	Performance	1
<b>Total internal reviews received in October 2023. Split by department</b>					<b>3</b>
<b>Total internal reviews received in October 2023</b>					<b>3</b>
<b>Total internal reviews received in November 2023. Split by department</b>					<b>0</b>
<b>Total internal reviews received in November 2023</b>					<b>0</b>
67 Dec-23	1	Unknown	The customer would like information clarifying and additional information provided. Internal review requested as they believe held back information should have been disclosed.	Performance	1
<b>Total internal reviews received in December 2023. Split by department</b>					<b>1</b>
<b>Total internal reviews received in December 2023</b>					<b>1</b>
<b>Total internal reviews received in Q3 2023-2024. Split by department</b>					<b>4</b>
<b>Total internal reviews received in Q3 2023-2024</b>					<b>4</b>

Appendix 3 (G) Ombudsman Complaint Investigations by Department 01/10/23 to 30/12/23

OMBUDSMAN SUMMARY Q3 2023/2024					
MONTH	No. of reports per parish per Department	PARISH	Ombudsman Header	Service Area	Numbers Per Department
October					
<b>Total ombudsman received October 2023. Split by department</b>					<b>0</b>
<b>Total ombudsman received October 2023</b>					<b>0</b>
5 November	1	Clowne	Mr X complained about the conduct of a councillor which Mr X said could result in sensitive information being available to the public under freedom of information rights. Mr X is unhappy that the Council decided not to progress the complaint.	Councillors	1
<b>Total ombudsman received November 2023. Split by department</b>					<b>1</b>
<b>Total ombudsman received November 2023</b>					<b>1</b>
December					
<b>Total ombudsman received December 2023. Split by department</b>					<b>0</b>
<b>Total ombudsman received December 2023</b>					<b>0</b>
<b>Total Ombudsman received Q3 2023-2024.Split by department</b>					<b>1</b>
<b>Total Ombudsman received Q3 2023-2024</b>					<b>1</b>

## Bolsover District Council

### Customer Services Scrutiny Committee on 25<sup>th</sup> March 2024

#### Complaints , Comments & Compliments Policy Review

#### Report of the Director for Executive, Corporate Services and Partnerships

<b>Classification :</b>	This report is Public
<b>Contact Officer :</b>	Lesley Botham Customer Service, Standards and Complaints Manager

### PURPOSE/SUMMARY OF REPORT

The purpose of this report is for Customer Services Scrutiny Committee to consider and feedback on the revised Complaints, Comments and Compliments Policy (CCC Policy). Committee’s comments will be considered prior to Executive approval of the policy.

### REPORT DETAILS

#### **1 Background**

- 1.1 The Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) undertook a consultation in November 2023 with a view to align both requirements for Local Authorities to respond to complaints effectively and fairly – Joint Complaint Handling Code (‘the Code’) which will be effective from 1<sup>st</sup> April 2024.
- 1.2 The purpose of the Code is to enable resolution of complaints from individuals quickly, and to use the data and learning from complaints to drive improvements.
- 1.3 Although a Joint Code was not agreed following the consultation, there will be a statutory duty for the LGSCO and HO to monitor compliance of the Code and non-compliance could result in taking further action (Complaint Handling Failure Order) which places a risk to the Council’s reputation.
- 1.4 To comply with the recommendations set out by the LGSCO and HO the CCC Policy has been reviewed to strengthen and clarify the requirements of the Council to meet compliance.

#### **2. Details of Proposal or Information**

- 2.1 The updated CCC Policy outlines Bolsover District Council’s approach to administrating, monitoring and service area duty to meet the requirements of the Code and provide effective complaint handling.

- 2.2 The Policy provides an updated definition of what is a service request and a complaint. It sets out the internal procedure in terms of assessing a service request, complaints and the process that will be followed.
- 2.3 In addition, there is a section on what will be excluded and falls out of scope of the Policy.
- 2.4 The LGCSO and HO have agreed a two stage Complaint handling process which the Council will need to implement to meet the requirement;
- All Complaint Acknowledgements responded within 5 working days.
  - Stage 1 complaints must be responded to within 10 working days.
  - Stage 2, within 20 working days.

the Policy will therefore up be amended to reflect the complaint acknowledgement and response time frames in the Code.

- 2.5 A copy of the draft, updated Policy is attached as **Appendix 1**. The previous Policy is attached at **Appendix 2** with track changes for comparison.

### **3 Reasons for Recommendation**

- 3.1 It is considered good practice to have a policy which sets out the Councils approach to Complaint handling. This updated policy will ensure we are compliant with the LGSCO & HO codes.
- 3.2 The policy which sits alongside the Customer Service Standards and Procedures will ensure the Council sets out a good complaint handling process and promotes a positive relationship between the organisation and service users.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 The updated Policy is considered necessary so that members of the public are aware of the Councils approach to meeting the LGSCO & HO Code for handling complaints which allows the Council to resolve complaints quickly, effectively, and fairly and use the data to drive service improvements, providing a positive culture for complaint handling.

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## **RECOMMENDATION(S)**

That Members review the attached updated Complaints, Comments and Compliments Policy and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation.

Approved by Councillor Mary Dooley, Portfolio Holder for Partnerships, Health & Wellbeing

**IMPLICATIONS.**

**Finance and Risk:**            Yes             No

**Details:**

There are no financial implications in the Report or arising from the updated Complaints, Comments and Compliments Policy

On behalf of the Section 151 Officer

**Legal (including Data Protection):**            Yes             No

**Details:**

There are no financial implications in the Report or arising from the updated Complaints, Comments and Compliments Policy.

On behalf of the Solicitor to the Council

**Environment:**            Yes             No

**Details:**

There are no environmental implications in the Report or arising from the updated Complaints, Comments and Compliments Policy.

On Behalf of the Climate Change Lead Officer

**Staffing:**            Yes             No

**Details:**

There are no staffing implications in the Report or arising from the updated Complaints, Comments and Compliments Policy.

On behalf of the Head of Paid Service

**DECISION INFORMATION**

<p><b>Is the decision a Key Decision?</b> A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><b>Revenue - £75,000</b>   <input type="checkbox"/>   <b>Capital - £150,000</b>   <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p><b>Is the decision subject to Call-In?</b> <i>(Only Key Decisions are subject to Call-In)</i></p>	No

<b>District Wards Significantly Affected</b>	All
<b>Consultation:</b> Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Statutory change N/A

<b>Links to Council Ambition: Customers, Economy and Environment.</b>
Customer Services - Providing Excellent and Accessible services

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1	Draft Complaint Comments and Compliments Policy – April 2024
2	Complaint Comments and Compliments Policy – revised March 2023
3	Summary of Changes

<b>Background Papers</b>
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>
LGSCO & HO Codes

# **Compliments, Comments and Complaints Policy**

April 2024

## **Equalities Statement**

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

### **Access for All statement**

This document is available in a clear and accessible format for all residents. You can request this document or information in another format such as **large print** or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need Wi-Fi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton



## CONTROL SHEET FOR Compliments, Comments and Complaints Policy

<b>Policy Details</b>	<b>Comments / Confirmation (To be updated as the document progresses)</b>
Policy title	Compliments, Comments and Complaints Policy
Current status – i.e., first draft, version 2 or final version	Draft
Policy author	Customer Standards and Complaints Officer
Location of policy – i.e., L-drive, shared drive	Internet and Extranet
Member route for approval	Scrutiny Committee Executive
Cabinet Member (if applicable)	Portfolio Holder for Customer Services
Equality Impact Assessment approval date	Carried out on the procedure, the policy has been reviewed to comply with legislation
Partnership involvement (if applicable)	Not applicable
Final policy approval route i.e. Executive/ Council /Planning Committee	Scrutiny Committee Executive & SLT
Date policy approved	April 2024
Date policy due for review (maximum three years)	April 2027
Date policy forwarded to include on Extranet and Internet if applicable to the public	

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## 1. Introduction

1.1 This policy reflects Bolsover District Council's (BDC) commitment to valuing compliments, comments and complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery using effective procedures and by creating a positive complaints culture and to conduct thorough, impartial and fair investigation of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

1.2 This policy is intended to represent a practical means by which BDC can demonstrate its determination to manage the compliments, comments and complaints process effectively for the benefit of the customer and BDC.

1.3 The policy is to enable Officers to work within the standards and criteria which will ensure a consistent approach for customers of the Council.

1.4 It is important that the policy is 'owned' by Elected Members as their role as leaders in the community brings them into frequent contact with residents who make compliments, comments and complaints to the Council.

1.5 The policy determines a standardised and centralised approach to handling complaints which follows the statutory requirements of the Local Government and Social Care Ombudsman (LGSCO) Complaints Handling Code and the Housing Ombudsman (HO) Complaints Handling Code 2024. The policy aims to help us respond to complaints effectively, fairly and quickly. Complaints are not viewed as negative feedback and are instead used to identify changes needed and drive service improvements. It demonstrates a clear escalation process and ensures that complaints are investigated by an Officer other than those involved in the original complaint, avoiding any conflicts of interest.

1.6 This policy sets out the framework for handling compliments, comments and complaints that:

- Sets out a definition for compliments, comments and complaints and service requests that can be clearly communicated to both customers and employees.
- Establishes clear minimum service standards that are capable of being monitored and reported.
- Is responsive to the needs of our customers.
- Is transparent, accessible and easy to understand for both employees and customers.
- Reflects best practice.
- Helps the Council to learn from customer feedback to improve services.

It does not include the operational aspects for handling compliments, comments and complaints, this will be covered in the supporting procedure.

## 2. Scope

2.1 This policy applies to all Council employees.

2.2 The policy applies to all customers of the Council, with the exception of:

- Derbyshire Building Control Partnership, covering Derbyshire.
- The Internal Audit Consortium hosted by Chesterfield Borough Council.

These organisations operate their own complaints policies and procedures.

Organisations contracted to provide any services, for example waste services, debt collection services, emergency repairs services etc., on behalf of the Council will be required to comply with this policy. This includes recording and responding to complaints, providing Council Officers with information as requested and providing assistance in connection with further investigations as appropriate. It will be the responsibility of each Manager to ensure that this is agreed as part of contractual arrangements and included in the contract.

Certain types of complaints fall outside the scope of this policy, these are listed under section 4.8.

## 3. Principles of the Policy

3.1 For the purpose of this policy the following definitions will be used:

A <b>compliment</b> is an expression of satisfaction concerning a function or service provided by the Council.
A <b>comment</b> is a suggestion or idea about how a function or service provided by the Council could be improved.
A <b>complaint</b> is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals.
A service request is a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.

3.2 Anyone who receives, requests or is affected by our services can make a compliment, comment or complaint. If a customer is unable or reluctant to make a complaint on their own, we will accept complaints brought by third parties as long as the customer has given their express personal consent. All satisfaction surveys give details on how an individual may complain.

3.3 The Council's approach to receiving compliments, comments and complaints is designed to be as inclusive as possible. Compliments, comments and complaints can be raised through multiple channels and with any member of staff. Although the policy has been developed to meet our statutory requirements, an Equality Impact Assessment has been carried out on the procedure, to ensure there are no barriers for anyone making a compliment, comment or complaint because of race, colour, ethnicity or national origins, religion and belief, gender, sexual

orientation or marital status , disability or age. Customers who do not have English as a first language may need help with interpretation and translation services, and other customers may have specific needs that we will seek to address to ensure easy access to the procedure. We will make reasonable adjustments to our service and provide appropriate support to those customers who require it, including providing a response to customers in the format they require, for instance, large print, audio recordings etc. Records are kept for any reasonable adjustments which have been agreed. For Housing related complaints, a record is also kept for any disabilities an individual has disclosed. All agreed reasonable adjustments are kept under active review.

3.4 Complaints give us valuable information we can use to improve customer satisfaction. Our complaints handling procedure will enable us to address a customer's dissatisfaction and may also prevent the same problems that led to the complaint from happening again. For our staff, compliments, comments and complaints provide a first-hand account of the customer's view and experience and can highlight concerns we may otherwise miss. Handled well, complaints can give our customers a form of redress when things go wrong and can also help us continuously improve our services.

3.6 The procedure supporting this policy will ensure that the Council is able to gain meaningful information from the analysis of issues raised through compliments, comments and complaints. Information for monitoring purposes will be monitored and reported to the appropriate Officer and Elected Member groups and customers on a regular basis.

3.7 The effectiveness of the policy and its application will be reviewed through internal and external satisfaction surveys and reported to the appropriate Officer and Elected Member groups. Liaison with other local authorities and the Ombudsman Services will help ensure that current best practice continues to be reflected within the policy and supporting procedures.

3.8 We reserve the right to deal with service requests initially before they are reported as complaints. Where a complaint is made following a service request the individual will be asked if they wish to then make a complaint.

#### 4. Statement

### FRAMEWORK FOR MANAGING COMPLIMENTS, COMMENTS AND COMPLAINTS

A form has been developed to capture compliments, comments and complaints, although they can also be submitted by other means.

#### COMPLIMENTS

A **compliment** is an expression of satisfaction concerning a function or service provided by the Council.

In addition to the form, customers may also make their compliment verbally or in writing by letter, e-mail or Social Media (Twitter, Instagram or YouTube).

4.1 A central record of written compliments will be maintained by the Customer Standards and Complaints Officer (CSCO) for the management of compliments for monitoring purposes.

4.2 Whilst pleasing to receive, compliments will not receive an acknowledgement in writing. An electronic copy of the compliment will be forwarded by the CSCO to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.3 Information on written compliments will be reported on a regular basis for monitoring and review purposes.

### The compliments handling process

Compliment	
<b>Description</b>	Satisfaction concerning a function or service provided by the Council verbally or in writing
<b>Who by</b>	A customer to any member of staff or Elected Member
<b>Action</b>	To be passed to the Customer Standards and Complaints Officer for the management of complaints for administration, monitoring and reporting purposes

### COMMENTS

A **comment** is a suggestion or idea about how a function or service provided by the Council could be improved.

In addition to the form, customers may also make their comment in writing, by letter / e-mail or Social Media (Twitter, Instagram or YouTube).

4.4 A central record of written comments will be maintained by the CSCO responsible for the management of complaints for monitoring purposes.

4.5 An electronic copy of the comment will be forwarded by the CSCO responsible for the management of complaints to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.6 All written comments will receive a written acknowledgement within five working days thanking the customer and advising that their suggestion has been forwarded to the relevant department for their information and consideration. The department may choose to contact the customer further with feedback, if appropriate.

4.7 Information on written comments will be reported on a regular basis for monitoring and review purposes.

### The comments handling process

Comment	
<b>Description</b>	A suggestion or idea about how a function or service provided by the Council could be improved
<b>Who by</b>	A customer to any member of staff

<b>Action</b>	To be passed to the Customer Standards and Complaints Officer responsible for the management of complaints for administration, monitoring and reporting purposes
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## COMPLAINTS

A **complaint** is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals.

An individual does not need to use the word ‘complaint’ for it to be treated as such. Where a resident expresses dissatisfaction the organisation will give them a choice to make a complaint.

Complaints must be accepted unless there are valid reasons not to do so. If we decide to not accept a complaint evidence and reasoning will be given and each case will be considered on its own merits. We will consider the individual circumstances of each complaint.

Complaints will be accepted if they are referred to us within 12 months of the issue occurring, or the individual becoming aware of the issue. We reserve the right to apply discretion to complaints made outside the time limit where there are good reasons to do so.

In addition to the form, customers may make their complaint verbally or in writing, by letter or email. Customers wishing to make a complaint via Social Media (Twitter, Instagram or YouTube) are signposted to the electronic complaint form, as most complaints received via social media are unstructured and contain too little detail to enable them to be processed fully.

A complaint may relate to:

- Failure to provide a service
- Inadequate standard of service
- Treatment by or attitude of a member of staff
- Disagreement with the way a decision has been administered, though not the decision itself, where the customer cannot use another procedure (for example an appeal) to resolve the matter.
- The organisation’s failure to follow the appropriate administrative process.

4.8 Certain types of complaint fall outside of the scope of this policy and need to be dealt with through other mechanisms, these include:

- (1) Grievances by existing, or former, employees about their employment. These need to be referred to the Human Resources Department to consider under their policies and procedures.
- (2) Issues for which statutory appeal bodies or tribunals have been established, for example, The Tribunals Service (for Benefit appeals), The Planning Inspectorate (for Planning appeals).

- (3) Complaints which amount to a disagreement with the Council about its decision rather than the way the decision has been administered (e.g., the level of the Council Tax, allocating council properties in accordance with its policy).
- (4) Complaints regarding a decision made by the Council when exercising its regulatory powers (e.g., licensing, serving notices) or undertaking its statutory duties (e.g., making a decision on a homelessness claim) unless the complaint relates to the way the matter has been administered.
- (5) Matters, which are or could reasonably be expected to be the subject of court or tribunal proceedings.
- (6) Complaints which amount to a disagreement with or refusal to accept a rule of law which the Council is applying.
- (7) Complaints about Elected Member's conduct. These are handled by the Monitoring Officer.
- (8) Complaints which amount to a request for service e.g., noise nuisance or fly tipping or missed bin collections which will be classified as service requests, which is a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision. Unless it relates to how the Council is administering the request for service.
- (9) Complaints which constitute an allegation of fraud and/or corruption will need to be dealt with under the Whistle Blowers Policy, these are handled by the Monitoring Officer.
- (10) Complaints which constitute a hate incident will need to be dealt with under the procedures covering the reporting of hate incidents, please refer to the Council's Hate Crime and Incident Reporting and Guidance.
- (11) Complaints naming officers need to be assessed by the CSCO for action and may be directed to the Human Resources Department to consider whether they need to be dealt with under their procedures or dealt with within the complaints procedure.
- (12) Dissatisfaction with the organisation's policy. Although the Council recognises that service users make complaints that are disagreements with local or national policies, these will be dealt with as 'comments'.
- (13) Complaints which have been investigated and been through the complaints system fully.
- (14) Complaints which are being or have been dealt with by the Local Government & Social Care Ombudsman or Housing Ombudsman.
- (15) Complaints which amount to a petition. Whilst the Council welcomes petitions, these are handled by the Council's Governance Section under the Council's Petition Schemes.
- (16) Complaints about the conduct of an election, which is the responsibility of the Returning Officer, rather than an administrative function of the Council. District Council electoral registration will fall within scope of the policy. Complaints about these need to be assessed by the CSCO and the Monitoring Officer for relevant action.



(17) Compensation claims. These are handled by the Council's Finance Department and the Council's Insurers, however complaints about how the claim has been handled by staff will fall within the scope of the policy.

(18) The issue giving rise to the complaint occurred over twelve months ago or the complainant has been aware of the issue for over twelve months. The Council will consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.

(19) Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.

4.9 The Council will adopt a two stage complaint process as follows:

Stage One – Response within <b>10 working days (maximum 10 day extension)</b>
Stage Two – Response within <b>20 working days (maximum 20 day extension)</b>

Complaints about responses to Freedom of Information requests will be reviewed in line with stage Two of the complaint process - **20 working days**.

MP Enquiries which meet the definition of a complaint, will be asked to confirm whether they wish to raise a complaint. MP's will be asked whether they wish to represent the complainant through the process (consent required) or if they are raising the concern on the individual's behalf. They can be copied into the response, if requested.

Both Stage One and Stage Two complaints must be **acknowledged and logged within 5 working days** of the complaint being received. This acknowledgement will contain the 'complaint definition' where we will set out our understanding of the complaint, the outcomes we believe the individual is seeking. Clarification will be sought for any aspect of the complaint which is unclear and we will clarify and be clear on what aspects we are and are not responsible for.

Stage One complaints will be responded to within 10 working days from the date the complaint has been acknowledged. Stage Two complaints will be responded to within 20 working days from the date the complaint has been acknowledged.

Extension to timescales are decided depending on the complexity of the complaint, individuals are informed of any extensions as well as an expected timescale for a response. Extensions must be no more than 10 working days for Stage One or 20 working days for Stage Two without good reason and the reason(s) must be clearly explained to the individual. When an individual is informed about an extension, they will be provided with the contact details of the relevant Ombudsman (LGSCO or HO).

An individual must escalate a complaint to Stage Two within 20 working days of the Stage One response being sent.

4.10 The process, managed centrally by the CSCO, will provide a clear complaints system for both customers and employees. As well as providing clarity, it will ensure that all written complaints are handled by one department ensuring a consistent approach to customer service and efficient working practices through the removal of duplication e.g., customer sending in multiple letters regarding the same complaint and/or customer receiving more than one letter from the Council as their complaint related to more than one department.

### The complaints handling process

The process aims to provide a quick, simple and streamlined process for resolving complaints early and locally by capable, well-trained staff. It provides two opportunities to resolve complaints internally:

- Stage One
- Stage Two

Stage	Stage One	Stage Two	Ombudsman
	<b>Internal</b>		<b>External</b>
<b>Description</b>	Initial complaint.	Complaint - for issues that have not been resolved at stage one or require an internal review or for a Freedom of Information (FOI) Stage two response. This may be a review on the adequacy of the stage one response as well as any new and relevant information not previously considered.	Written complaint to Ombudsman - for issues that remain unresolved by the Council.
<b>Who by</b>	By Departmental Managers (using the response template provided and a response to be sent to the complainant by the CSCO.	By the CSCO/ Departmental Manager and Assistant/Service Director and reviewed by an CEO FOI Stage two complaints will be reviewed by the Information, Engagement and Performance Manager or representative responsible for this function. Not by the same person who considered the complaint at stage one.	By the CSCO /Customer Service Manager and reviewed by the Assistant/Service Director.
<b>Action</b>	A response given to the complainant addressing all the issues within the complaint within <b>10 working days</b> . Maximum extension of	A written response* to be sent to the complainant addressing all the issues within the complaint within <b>20 working days</b> . Maximum extension of	A written response to be sent to the Ombudsman

	10 working days without good reason.	20 working days without good reason.	addressing all the issues within the complaint within the <b>Ombudsman's statutory timescale.</b>
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\* Please note it is **mandatory** for responses to refer customers to the Local Government & Social Care Ombudsman/ Housing Ombudsman's Service for those wishing to escalate their complaint.

## Responses

Complaint responses must be sent to the individual when the answer to the complaint is known and not when outstanding actions required to address the complaint are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the individual.

All points raised in the complaint definition must be raised in the response providing clear reasons for any decisions, referencing relevant policies, law and good practice where appropriate.

If additional complaints are raised during an investigation, these must be incorporated into the Stage One response if they are related, and the Stage One response has not been issued. Where the response has been issued, the new issues are unrelated to the issues being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.

The following will be confirmed if a response is given in writing to the individuals at completion of each below stage:

- the complaint stage
- the complaint definition
- the decision of the complaint
- the reasons for any decisions made
- the details of any remedy offered to put things right
- details of any outstanding actions; and
- details on how to escalate the matter to Stage Two if the individual is not satisfied with the response (Stage One) OR details of how to escalate the matter to the relevant ombudsman service (LGSCO/HO) if the individual remains dissatisfied (Stage Two).

## Remedies for a complaint

4.11 There are two important reasons for having an effective complaints system – to provide a remedy and to improve services.

It is important to ascertain early on in the complaints process what outcome the customer is looking for i.e., what would be a suitable remedy. Whilst the proposed remedy may not always be reasonable and/or achievable it ensures that the Council knows early on what would be a satisfactory outcome for the customer. (This is included in the compliments, comments and complaints form).

Any remedy offered must reflect the impact on the individual as a result of any fault identified. Remedies must be clearly set out advising what will happen and by when, in agreement with the individual where appropriate. Any proposed remedy should be followed through to completion. Where a proposed remedy cannot be delivered, the individual will be informed of reasons for this, provided with details of any alternative remedy and reminded of their right to complaint to the Ombudsman.

Remedies can include:

- An apology which would normally be appropriate and adequate, but not in all circumstances. Other remedies will be considered where appropriate in addition to an apology.
- An explanation as to why a situation arose and to help the customer understand.
- An assurance that the same thing will not happen again (and monitored to make sure that it does not).
- Action that can be taken to put things right and where appropriate a change of procedure will be implemented to prevent further difficulties of a similar kind either for the individual customer or for customers generally. Any outstanding actions will be tracked and actioned promptly with appropriate updates provided to the individual.
- Financial compensation should always be an option, even though it may only be relevant in a few cases. Financial compensation should not be seen as an alternative to putting things right.
- Changing policies, procedures or practices.
- Reconsidering or changing a decision.

(1) The guiding principle must be that as far as possible the customer is put in the position that he/she would have been in had things not gone wrong.

(2) Customers need to know what remedies to a complaint are available and this is covered generally in publicity material for the compliments, comments and complaints system.

(3) Where a complaint is found to be justified after investigation, at either stage, the process which has caused the complaint needs to be reviewed by the relevant officer.

(4) For Stage One complaints a consideration of appropriate remedies will be requested from the relevant departmental contact as part of the complaint investigation process.

(5) For Stage Two complaints a consideration of appropriate remedies will be undertaken by the Customer Service Manager or CSCO, with the relevant Assistant Director, or equivalent, with a recommendation to the Chief Executive Officer for approval.

(6) Section 92 of the Local Government Act 2000 confirms that Councils are empowered to remedy injustice arising from maladministration where the complaint is made only to the Council and not to the Local Government & Social Care Ombudsman.

(7) In cases where the Council's own investigations find maladministration and injustice, this will be reported in the annual report to the Executive and in cases where the Council's own investigations recommend a compensation payment as a remedy to a complaint then a report recommending this action will need to be taken to the Executive. Any financial recommendations requiring a decision will be made by the Monitoring Officer following consultation with the Head of Paid Service Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented to the Standards Committee annually. For amounts in excess of £5,000 a decision will be required by the Executive.

## **The Role of the Ombudsman**

4.12 The Local Government & Social Care Ombudsman (LGSCO) was created by Part III of the Local Government Act 1974 to provide independent, impartial and prompt investigation and resolution of complaints of injustice caused through maladministration. The Council is within the jurisdiction of the Commission for Local Administration, which is also known as the Local Government & Social Care Ombudsman.

4.13 Additionally, Bolsover District Council is within the jurisdiction of the Housing Ombudsman (HO), which was set up by law on 1st April 2013 and which covers all housing associations and local authorities. The Housing Ombudsman considers complaints about leasehold services, moving to a property (transfer applications that are outside Housing Act 1996 Part 6), rent and service charges, occupancy rights, tenant behaviour and estate management.

4.14 This policy follows both the Housing Ombudsman (HO) Complaints Handling Code 2024 and the Local Government & Social Care Ombudsman (LGSCO) Complaints Handling Code 2024; parts of this policy follow the principals set out in these Codes. Both Ombudsman's have a duty to monitor our compliance with the code of practice it has issued. Where an Ombudsman finds an organisation has deviated from the complaint handling code in policy or practice it may use its powers to put matters right and ensure compliance with the complaint handling code. If an organisation does not comply with the complaint handling code it must provide a detailed explanation for non-compliance in its self-assessment. Section 5.5 sets out how the Ombudsman intends to monitor compliance of the complaint handling codes.

4.14 In most cases, before the LGSCO will investigate a complaint, the Council will be given an opportunity to respond to the complaint in accordance with its procedures. In the case of the HO, they will only investigate a complaint after 8 weeks has elapsed from the end of the Council's procedure, in order to allow a 'designated person' to try to bring about a resolution. Any 'premature' complaints received from either Ombudsman will be handled by the CSCO and will commence the process at the Stage One Complaint stage.

4.15 Customers choosing to make a complaint to either Ombudsman, after going through the Council's complaint process, will be investigated as an 'ordinary' complaint. A copy of the complaint will also be sent to the Monitoring Officer. All correspondence to and from the LGSCO or HO will be handled by the Monitoring Officer.

4.16 The Ombudsman will notify the Council in writing of its findings when it has concluded its investigation. Any financial recommendations requiring a decision will be made by the Monitoring Officer under delegated powers following consultation with the Head of Paid Service, the Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented to the Standards Committee annually. For amounts in excess of £5,000 a decision will be required by the Executive.

4.17 Where the Ombudsman records a decision of maladministration and/or injustice then the necessary arrangements will be made in accordance with the Ombudsman's instructions.

4.18 The Monitoring Officer has a duty to make a statutory report to the Executive annually in respect of maladministration where the Ombudsman has investigated and found maladministration and injustice on the part of the authority.

4.19 The definition of 'maladministration' is very wide and can include:

- Delay
- Incorrect action or failure to take any action
- Failure to follow procedures or the law
- Failure to provide information
- Inadequate record-keeping
- Failure to investigate
- Failure to reply
- Misleading or inaccurate statements
- Inadequate liaison
- Inadequate consultation
- Broken promises

4.20 There is no fixed definition of injustice but it can include:

- Hurt feelings, distress, worry, or inconvenience
- Loss of right or amenity
- Not receiving a service
- Financial loss or unnecessary expense
- Time and trouble in pursuing a justified complaint

4.21 In cases of maladministration the Council should try to identify all those affected and offer a suitable remedy. There may be a few cases where identifying others who may have suffered would be such an enormous task that it would affect the Council's day-to-day operation or the Council's ability to put right a failure that was the main cause of the maladministration. In these cases, it would be better to improve the service and to stop the maladministration happening again.

4.22 The Council should always consider whether maladministration or failing to meet a standard has caused worry and distress to the service user and whether this needs to be taken into account when deciding on the right remedy. The Council should also provide a remedy if the complaint has been handled in a way that is itself maladministration.

4.23 Supporting procedures will explain fully the operational matters concerning complaints from the Ombudsman.

## **The Regulators Code and complaints about local authority regulatory services**

4.24 The Regulators Code came into force on 6<sup>th</sup> April 2014. Local authorities and fire authorities are under a statutory duty to have regard to the Code in developing the principles and policies which guide their regulatory activities.

4.25 The Regulator's Code aims to improve the way regulation is delivered at the front line. It sets out a clear framework for transparent and accountable regulatory delivery and establishes clear principles for how local authorities should interact with those they are regulating. The Code is underpinned by the statutory principles of good regulation, which provide that regulatory activities should be carried out in a way which is transparent, accountable, proportionate and consistent and should be targeted only at cases in which action is needed.

4.26 The Better Regulation Delivery Office (BRDO) and Local Government & Social Care Ombudsman are encouraging those delivering local regulatory services and managing corporate complaints to co-operate in ensuring their processes are transparent and easier for businesses. Guidelines in the Regulator's Code state that Regulators should:

- carry out their activities in a way that supports those they regulate to comply and grow.
- provide simple and straightforward ways to engage with those they regulate and hear their views.
- base their regulatory activities on risk.
- share information about compliance and risk.
- ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply.
- ensure that their approach to their regulatory activities is transparent.

### **Anonymous Complaints**

4.27 Some customers may elect to remain anonymous when reporting complaints. For verbal complaint reporting (Stage One) the employee dealing with the telephone call or face-to-face contact needs to explain the restrictions this may cause in trying to resolve the matter as we will be unable to provide feedback, provide a service or request further information at a later date.

4.28 Anonymous complaints received in writing (Stage One) will be managed centrally by the CSCO and sent to the Departmental contact to administer.

## **5. Learning from Feedback, Training for Employees and Reporting to the Ombudsman**

5.1 It is important that customers and other stakeholders are aware of the compliments, comments and complaints process and how to use it. Senior management will review the information gathered from complaints regularly and consider whether our services could be improved or internal policies and procedures updated.

We will:

- Use complaints data to identify the root cause of complaints.
- Take action to reduce the risk of recurrence.

- Record the details of corrective action in the complaints file, and
- Review complaints performance reports to improve service delivery.

Where we have identified the need for service improvement:

- The action needed to improve services must be authorised.
- An officer should be designated the 'owner' of the issue, with responsibility for ensuring the action is taken.
- A target date will be set for the action to be taken.
- The designated individual must follow up to ensure that the action is taken within the agreed timescale.
- Performance in the service area should be monitored to ensure that the issue has been resolved.
- We will ensure that staff learn from complaints.

## 5.2 Publicity and complaints performance information

- Poster for display in Council buildings
- Compliments, comments and complaints forms
- Council's publication
- Information on the Council's website
- Information in service booklets.

We will also report on our performance in handling complaints regularly and publish this information on the Council's website.

5.3 It is also essential that the Council knows whether the compliments, comments and complaints system, especially the complaints element, is working. The CSCO will undertake customer satisfaction surveys to establish the level of satisfaction.

5.4 It is also important that employees receive training regarding the procedure and ongoing training and development is available. Some people will need more support and employees will need to offer assistance in accordance with the Customer Service – Code of Practice and Standards. Maintaining confidentiality is important in complaints handling. It includes maintaining the customer's confidentiality and explaining to them the importance of confidentiality generally. We must always bear in mind Data Protection legislation/ General Data Protection Regulations, as well as internal policies on confidentiality and the use of customers' information.

5.5 Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:

- a) An annual self-assessment against both the LGSCO and HO Complaint Handling Code.
- b) A qualitative and quantitative analysis of the complaint handling performance.
- c) Any findings of non-compliance with this Code by the Ombudsman.
- d) Service improvements made as a result of learning from complaints.
- e) Any annual report about our performance from the Ombudsman.
- f) Any other relevant reports or publications produced by the Ombudsman in relation to our work.



The Annual Complaints Performance and Service Improvement Report will be reported to our governing body and published on the section of our website relating to complaints. The governing bodies response to the report will be published alongside this.

## **6. Habitual or Vexatious Complainants**

6.1 For the purpose of this policy the following definition will be used:

The repeated and/or obsessive pursuit of

- Unreasonable complaints and/or unrealistic outcomes.
- Reasonable complaints in an unreasonable manner.

6.2 Where complaints have been identified as habitual or vexatious in accordance with the criteria below, the Assistant Director for complaints management or their representative, following discussions with the relevant service Director/Assistant Director, will take a report to the Senior Leadership Team (SLT) to seek agreement to treat the complainant as a habitual or vexatious complainant and for an appropriate course of action to be taken for an appropriate length of time, usually twelve months but this is not prescriptive, before being reviewed. Operational aspects for handling habitual or vexatious complainants will be covered in the supporting procedures.

6.3 Where individuals, or individuals acting on behalf of another individual or group, are submitting multiple or lengthy requests for information or complaints in relation to the same subject matter to the Council, the Assistant Director with responsibility for Customer Services will have the option to take a report to SLT using the evidence collated from all the individuals involved, in order to prevent duplicating or prolonging the evidence gathering process.

6.4 The Assistant Director of Customer Services or their representative will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken.

6.5 Senior Managers will need to inform and seek advice from the Customer Service Manager or CSCO regarding potential habitual or vexatious complaints, which have not progressed to a Stage Two complaint and as such fall outside the control of, and therefore knowledge of, the Customer Service department.

6.6 Once a complainant has been determined to be habitual or vexatious, their status will be kept under review and monitored by the Assistant Director or their representative, with reports being taken to SLT as required. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.

6.7 Our experience has shown that the behaviour of some customers considered vexatious can fluctuate greatly. Following any SLT decision that has determined a customer as habitual or vexatious, SLT may confer delegated powers to the Assistant Director responsible for complaints management or their representative, in cases to amend the conditions in the interest of the service where prompt action may be required at short notice. In such cases the Assistant Director responsible for complaints management or their representative will put monitoring measures in place and make a decision in line with this policy.

6.8 Once the 'appropriate length of time' has expired, normal contact with the customer can be resumed. However, should the customer revert to their previous behaviour, the Council reserves the right to determine their behaviour as vexatious again without the need for further monitoring or submission of a report to SLT.

### **Criteria for Determining Habitual or Vexatious Complainants**

6.9 Complainants or anyone deemed to be acting on their behalf may be considered to be vexatious or persistent if one or more of the following applies where previous or current contact with them shows that they meet two or more of the following criteria:

Where complainants are:

- Refusing to specify the grounds of a complaint, despite offers of assistance.
- Refusing to co-operate with the complaints investigation process.
- Refusing to accept that certain issues are not within the scope of a complaints procedure.
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Making unjustified complaints about staff who are trying to deal with the issues and seeking to have them replaced.
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing trivial or irrelevant new information at a late stage.
- Raising numerous, detailed but unimportant questions; insisting that they are answered.
- Acting individually or on behalf of a group, submitting numerous or lengthy requests for information or complaints in relation to the same subject or where the Council has received similar complaints or requests for information from the complainant themselves previously on the same issue.
- Covertly recording meetings and conversations.
- Submitting falsified documents from themselves or others.
- Adopting a 'scatter gun' approach, pursuing parallel complaints on the same issue with a variety of other organisations.
- Making excessive demands on the time and resources of staff with lengthy telephone calls, emails to numerous Council staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations that the complainant insists make these 'new' complaints.
- Refusing to accept the decision, repeatedly arguing points with no new evidence.
- Harassing verbally or otherwise seeking to intimidate employees dealing with their complaint, including the use of foul, abusive or racist language, which will be reported to the appropriate authority.
- Threatening or using physical violence towards employees. The Employee Protection Guidance (available on the Council's Intranet) provides guidance and procedures on how to report such incidents.
- Insisting on pursuing unjustified complaints and/or unrealistic outcomes to legitimate complaints or taking actions that are out of proportion to the nature of the complaint, even when the complaints procedure has been exhausted.
- Demonstrating behaviour which has a significant and disproportionate adverse effect on the Councils resources.

## The Habitual/ Vexatious complaints handling process Options for Dealing with Habitual or Vexatious Complainants

6.10 The options below can be used singularly or in combination depending on the circumstances of the case and whether the complaint process is ongoing or completed.

1. A letter to the complainant setting out responsibilities for the parties involved if the Council is to continue processing the complaint. If terms are contravened, consideration will then be given to implementing other action as indicated below.
2. Decline contact with the complainant, either in person, by telephone, by fax, by letter, by e-mail or any combination of these, provided that one form of contact is maintained. This may also mean that only one named Officer will be nominated to maintain contact (and a named deputy in their absence). The complainant will be notified of this person.
3. Notify the complainant, in writing, that the Council has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end, advising the complainant that they are being treated as a habitual or vexatious complainant and as such the Council does not intend to engage in further correspondence dealing with the complaint.
4. Inform the complainant that in extreme circumstances the Council **will** seek legal advice on habitual or vexatious complaints and this may lead to legal action being taken against the complainant as the Council has a duty to protect both the Council's reputation and its employees.
5. Temporarily suspend all contact with the complainant, in connection with the issues relating to the complaint being considered habitual and/or vexatious, while seeking advice or guidance from its solicitor or other relevant agencies, such as the Local Government & Social Care Ombudsman or External Auditor.
6. In cases of threats of verbal or physical abuse, always recommend the complainant is added to the Employee Protection Register.

### The habitual/ vexatious complaint handling process

<b>Habitual/ Vexatious complaint</b>	
<b>Description</b>	Multiple complaints or requests for information about the same* issue (s) which have previously been investigated or answered fully
<b>Who by</b>	A customer to any member of staff
<b>Action</b>	To be passed to the CSCO for administration, monitoring and reporting purposes

**\*Please note:** Care must be taken, however, not to disregard new issues which are significantly different from the original complaint as they need to be addressed as separate complaints.

## **7. Responsibility for Implementation**

### **The Assistant Director responsible for complaints management**

7.1 The Assistant Director responsible for complaints management will oversee the implementation of this policy. The Assistant Director responsible for complaints management, with support from the Customer Service Manager who is responsible for establishing systems and procedures that support the implementation of this policy and for managing the compliments, comments and complaints system or the CSCO who is responsible for the administration of the compliments, comments and complaints system.

The Assistant Director responsible for complaints management will in some cases, where it is considered by SLT be given delegated powers to amend conditions associated with 'vexatiousness' if it is in the interest of the service and where prompt action may be required at short notice.

### **Assistant Directors / Service Directors**

7.2 Responsible for reviewing Stage Two complaints, they should be satisfied that the investigation is complete and the response addresses all aspects of the complaint.

### **The Monitoring Officer**

7.3 The Monitoring Officer has overall responsibility for the policy and has a duty to make a statutory report periodically, at least once a year, to the relevant Standards Committee in respect of maladministration where the Local Government & Social Care Ombudsman has investigated and found maladministration and injustice on the part of the authority.

### **Senior Managers and Departmental Complaints Contacts:**

7.4 Involved in the operational investigation and management of complaints handling. They may be responsible for preparing and signing decision letters or submitting information to the CSCO in complex or crosscutting cases), so they should be satisfied that the investigation is complete and their response addresses all aspects of the complaint.

### **Complaints Investigator:**

7.5 The complaints investigator is responsible and accountable for the management of the investigation. This may be the CSCO or their representative and they will be involved in the investigation and in co-ordinating all aspects of the response to the customer. This will include preparing a comprehensive written report, including details of any procedural changes in service delivery that could result in wider opportunities for learning across the organisation.

### **All staff:**

7.6 A compliment, comment or complaint may be made to any member of staff within the organisation. All staff must be aware of the Compliments, Comments and Complaints Policy and

procedure and how to refer complaints to the CSCO. They should also be aware of who they should refer a complaint to in case they are not able to personally handle the matter.

**The Customer Standards and Complaints Officer/ Local Government & Social Care Ombudsman/ Housing Ombudsman:**

7.7 The CSCO is also the Council's Link Officer for the Ombudsman. The Link Officer's role will include providing complaints information in an orderly, structured way within requested timescales, providing comments on factual accuracy on our behalf in response to investigations, and confirming and verifying that recommendations have been implemented.

**Member Responsible for Complaints (MRC):**

7.8 A member of the executive body appointed to have lead responsibility for complaints to support a positive complaint handling culture. The MRC is responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance.



# **Compliments, Comments and Complaints Policy**

March 2023

## **Equalities Statement**

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

### **Access for All statement**

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

## CONTROL SHEET FOR Compliments, Comments and Complaints Policy

<b>Policy Details</b>	<b>Comments / Confirmation (To be updated as the document progresses)</b>
Policy title	Compliments, Comments and Complaints Policy
Current status – i.e. first draft, version 2 or final version	Final
Policy author	Customer Service Manager
Location of policy – i.e. L-drive, shared drive	Internet and Extranet
Member route for approval	Mini review SLT - Executive
Cabinet Member (if applicable)	Portfolio Holder for Customer Services
Equality Impact Assessment approval date	Carried out on the procedure, the policy has been reviewed to comply with legislation
Partnership involvement (if applicable)	Not applicable
Final policy approval route i.e. Executive/ Council /Planning Committee	Mini review SLT- Executive
Date policy approved	March 2023
Date policy due for review (maximum three years)	March 2026
Date policy forwarded to include on Extranet and Internet if applicable to the public	



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## 1. Introduction

1.1 This policy reflects Bolsover District Council's (BDC) commitment to valuing compliments, comments and complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial and fair investigation of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

1.2 This policy is intended to represent a practical means by which BDC can demonstrate its determination to manage the compliments, comments and complaints process effectively for the benefit of the customer and BDC.

1.3 The policy is to enable Officers to work within the standards and criteria which will ensure a consistent approach for customers of the Council.

1.4 It is important that the policy is 'owned' by Elected Members as their role as leaders in the community brings them into frequent contact with residents who make compliments, comments and complaints to the Council.

1.5 The policy determines a standardised and centralised approach to handling complaints which aims to help us 'get it right first time'. It demonstrates a clear escalation process and ensures that complaints are investigated by an Officer other than those involved in the original complaint, avoiding any conflicts of interest. We want a quicker, simpler and more streamlined compliments, comments and complaints handling process with early resolution by capable, well-trained Officers, which is managed by the Department responsible for managing complaints.

1.6 This policy sets out the framework for handling compliments, comments and complaints that:

- Sets out a definition for compliments, comments and complaints that can be clearly communicated to both customers and employees.
- Establishes clear minimum service standards that are capable of being monitored and reported.
- Is responsive to the needs of our customers.
- Is transparent and easy to understand for both employees and customers.
- Reflects best practice.
- Helps the Council to learn from customer feedback to improve services.

It does not include the operational aspects for handling compliments, comments and complaints, this will be covered in the supporting procedure.

## 2. Scope

2.1 This policy applies to all Council employees.

2.2 The policy applies to all customers of the Council, with the exception of:

- Derbyshire Building Control Partnership, covering Derbyshire.
- The Internal Audit Consortium hosted by Chesterfield Borough Council.

These organisations operate their own complaints policies and procedures.

Organisations contracted to provide any services, for example waste services, debt collection services, emergency repairs services etc., on behalf of the Council will be required to comply with this policy. This includes recording and responding to complaints, providing Council Officers with information as requested and providing assistance in connection with further investigations as appropriate. It will be the responsibility of each Manager to ensure that this is agreed as part of contractual arrangements and included in the contract.

Certain types of complaints fall outside the scope of this policy, these are listed under section 4.8.

## 3. Principles of the Policy

3.1 For the purpose of this policy the following definitions will be used:

A **compliment** is an expression of satisfaction concerning a function or service provided by the Council.

A **comment** is a suggestion or idea about how a function or service provided by the Council could be improved.

A **complaint** is any expression of dissatisfaction, by one or more members of the public about the organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation, that needs a response.

3.2 Anyone who receives, requests or is affected by our services can make a compliment, comment or complaint. If a customer is unable or reluctant to make a complaint on their own, we will accept complaints brought by third parties as long as the customer has given their express personal consent.

3.3 The Council's approach to receiving compliments, comments and complaints is designed to be as inclusive as possible. Although the policy has been developed to meet our statutory requirements, an Equality Impact Assessment has been carried out on the procedure, to ensure there are no barriers for anyone making a compliment, comment or complaint because of race, colour, ethnicity or national origins, religion and belief, gender, sexual orientation or marital status, disability or age. Customers who do not have English as a first language may need help with interpretation and translation services, and other customers may have specific needs that we will seek to address to ensure easy access to the procedure. We will make reasonable adjustments to our service and provide appropriate support to those customers who require it, including providing a response to customers in the format they require, for instance, large print, audio recordings etc.

3.4 Complaints give us valuable information we can use to improve customer satisfaction. Our complaints handling procedure will enable us to address a customer's dissatisfaction and may also prevent the same problems that led to the complaint from happening again. For our staff, compliments, comments and complaints provide a first-hand account of the customer's view and experience, and can highlight concerns we may otherwise miss. Handled well, complaints can give our customers a form of redress when things go wrong, and can also help us continuously improve our services.

3.5 Front line employees play a crucial role in resolving complaints early and this creates better customer relations. Sorting them out as close to the point of service delivery as possible means we can deal with them locally and quickly, so they are less likely to escalate to the next stage of the procedure. Complaints that we do not resolve swiftly can greatly add to our workload.

3.6 The procedure supporting this policy will ensure that the Council is able to gain meaningful information from the analysis of issues raised through compliments, comments and complaints. Information for monitoring purposes will be monitored and reported to the appropriate Officer and Elected Member groups and customers on a regular basis.

3.7 The effectiveness of the policy and its application will be reviewed through internal and external satisfaction surveys and reported to the appropriate Officer and Elected Member groups. Liaison with other local authorities and the Ombudsman Services will help ensure that current best practice continues to be reflected within the policy and supporting procedures.

#### 4. Statement

### FRAMEWORK FOR MANAGING COMPLIMENTS, COMMENTS AND COMPLAINTS

A form has been developed to capture compliments, comments and complaints, although they can also be submitted by other means.

#### COMPLIMENTS

A **compliment** is an expression of satisfaction concerning a function or service provided by the Council.

In addition to the form, customers may also make their compliment verbally or in writing by letter, e-mail or Social Media (Twitter, Instagram or You Tube).

4.1 A central record of written compliments will be maintained by the Customer Standards and Complaints Officer (CSCO) for the management of compliments for monitoring purposes.

4.2 Whilst pleasing to receive, compliments will not receive an acknowledgement in writing. An electronic copy of the compliment will be forwarded by the CSCO to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.3 Information on written compliments will be reported on a regular basis for monitoring and review purposes.

## The compliments handling process

Compliment	
Description	Satisfaction concerning a function or service provided by the Council verbally or in writing
Who by	A customer to any member of staff or Elected Member
Action	To be passed to the Customer Standards and Complaints Officer for the management of complaints for administration, monitoring and reporting purposes

## COMMENTS

A **comment** is a suggestion or idea about how a function or service provided by the Council could be improved.

In addition to the form, customers may also make their comment in writing, by letter / e-mail or Social Media (Twitter, Instagram or You Tube).

4.4 A central record of written comments will be maintained by the CSCO responsible for the management of complaints for monitoring purposes.

4.5 An electronic copy of the comment will be forwarded by the CSCO responsible for the management of complaints to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.6 All written comments will receive a written acknowledgement within three working days thanking the customer and advising that their suggestion has been forwarded to the relevant department for their information and consideration. The department may choose to contact the customer further with feedback, if appropriate.

4.7 Information on written comments will be reported on a regular basis for monitoring and review purposes.

## The comments handling process

Comment	
Description	A suggestion or idea about how a function or service provided by the Council could be improved
Who by	A customer to any member of staff
Action	To be passed to the Customer Standards and Complaints Officer responsible for the management of complaints for administration, monitoring and reporting purposes

## COMPLAINTS

A **complaint** is any expression of dissatisfaction, by one or more members of the public about the organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation, that needs a response.

In addition to the form, customers may make their complaint in writing, by letter or email.

Customers wishing to make a complaint via Social Media (Twitter, Instagram or You Tube) are signposted to the electronic complaint form, as most complaints received via social media are unstructured and contain too little detail to enable them to be processed fully.

Where a customer is unable to make a complaint in the ways described above, we will accept a complaint over the phone and the wording of which, to be agreed with the customer.

A complaint may relate to:

- Failure to provide a service
- Inadequate standard of service
- Treatment by or attitude of a member of staff
- Disagreement with the way a decision has been administered, though not the decision itself, where the customer cannot use another procedure (for example an appeal) to resolve the matter
- The organisation's failure to follow the appropriate administrative process.

4.8 Certain types of complaint fall outside of the scope of this policy and need to be dealt with through other mechanisms, these include:

- (1) Grievances by existing, or former, employees about their employment. These need to be referred to the Human Resources Department to consider under their policies and procedures.
- (2) Issues for which statutory appeal bodies or tribunals have been established, for example, The Tribunals Service (for Benefit appeals), The Planning Inspectorate (for Planning appeals).
- (3) Complaints which amount to a disagreement with the Council about its decision rather than the way the decision has been administered (e.g. the level of the Council Tax, allocating council properties in accordance with its policy).
- (4) Complaints regarding a decision made by the Council when exercising its regulatory powers (e.g. licensing, serving notices) or undertaking its statutory duties (e.g. making a decision on a homelessness claim) unless the complaint relates to the way the matter has been administered.
- (5) Matters, which are or could reasonably be expected to be the subject of court or tribunal proceedings.
- (6) Complaints which amount to a disagreement with or refusal to accept a rule of law which the Council is applying.

- (7) Complaints about Elected Member’s conduct. These are handled by the Monitoring Officer.
- (8) Complaints which amount to a request for service e.g. noise nuisance, flytipping unless it relates to how the Council is administering the request for service.
- (9) Complaints which constitute an allegation of fraud and/or corruption will need to be dealt with under the Whistle Blowers Policy, these are handled by the Monitoring Officer.
- (10) Complaints which constitute a hate incident will need to be dealt with under the procedures covering the reporting of hate incidents, please refer to the Council’s Hate Crime and Incident Reporting and Guidance.
- (11) Complaints naming officers need to be assessed by the CSCO for action and may be directed to the Human Resources Department to consider whether they need to be dealt with under their procedures or dealt with within the complaints procedure.
- (12) Dissatisfaction with the organisation’s policy. Although the Council recognises that service users make complaints that are disagreements with local or national policies, these will be dealt with as ‘comments’.
- (13) Complaints which have been investigated and been through the complaints system fully.
- (14) Complaints which are being or have been dealt with by the Local Government & Social Care Ombudsman or Housing Ombudsman.
- (15) Complaints which amount to a petition. Whilst the Council welcomes petitions, these are handled by the Council’s Governance Section under the Council’s Petition Schemes.
- (16) Complaints about the conduct of an election, which is the responsibility of the Returning Officer, rather than an administrative function of the Council. District Council electoral registration will fall within scope of the policy. Complaints about these need to be assessed by the CSCO and the Monitoring Officer for relevant action.
- (17) Compensation claims. These are handled by the Council’s Finance Department and the Council’s Insurers, however complaints about how the claim has been handled by staff will fall within the scope of the policy.

4.9 The Council will adopt a three stage complaint process as follows:

Informal – Frontline Resolution within <b>3 working days</b>
Formal – Investigation within <b>15 working days</b>
Internal Review – Investigation within <b>20 working days</b>

Complaints about responses to Freedom of Information requests will be reviewed in line with the Internal Review (Stage three of the complaint process) - **20 working days**.

4.10 The process, managed centrally from the investigation stage onwards by the CSCO, will provide a clear complaints system for both customers and employees. As well as providing clarity, it will ensure that all written complaints are handled by one department ensuring a consistent approach to customer service and efficient working practices through the removal of duplication e.g. customer sending in multiple letters regarding the same complaint and/or customer receiving more than one letter from the Council as their complaint related to more than one department.

### The complaints handling process

The process aims to provide a quick, simple and streamlined process for resolving complaints early and locally by capable, well-trained staff. It provides three opportunities to resolve complaints internally:

- **frontline resolution**, and
- **investigation – formal investigation and internal review**.

Stage	Stage one Frontline Resolution	Stage two Formal Investigation	Stage three Internal Review	Ombudsman Investigation
	Internal			External
<b>Description</b>	For straightforward issues that are easily resolved, requiring little or no investigation	Written complaint - for issues that have not been resolved at stage one or are complex	Written complaint - for issues that have not been resolved at stage two and require an internal review or for the internal review of Freedom of Information (FOI) responses	Written complaint to Ombudsman - for issues that remain unresolved by the Council
<b>Who by</b>	Any member of staff, Contact Centre or referral to the appropriate point for frontline resolution	By Departmental Managers (using the response template provided and a response to be sent to the complainant by the CSCO	By the CSCO/ Departmental Manager and Assistant/Service Director and reviewed by an CEO FOI internal reviews will be reviewed by the Information, Engagement and Performance Manager or representative responsible for this function	By the CSCO /Customer Service Manager and reviewed by the Assistant/Service Director
<b>Action</b>	'On the spot' apology, explanation or other action to resolve the complaint quickly	A written response to be sent to the complainant addressing all the	A written response* to be sent to the complainant addressing all the issues within the	A written response to be sent to the Ombudsman



	within <b>3 working days</b>	issues within the complaint within <b>15 working days</b>	complaint within <b>20 working days</b>	addressing all the issues within the complaint within the <b>Ombudsman's statutory timescale</b>
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\* Please note it is **mandatory** for responses to refer customers to the Local Government & Social Care Ombudsman/ Housing Ombudsman's Service for those wishing to escalate their complaint.

**Remedies for a complaint**

4.11 There are two important reasons for having an effective complaints system – to provide a remedy and to improve services.

It is important to ascertain early on in the complaints process what outcome the customer is looking for i.e. what would be a suitable remedy. Whilst the proposed remedy may not always be reasonable and/or achievable it ensures that the Council knows early on what would be a satisfactory outcome for the customer. (This is included in the compliments, comments and complaints form).

Remedies can include:

- An apology which would normally be appropriate and adequate, but not in all circumstances. Other remedies will be considered where appropriate in addition to an apology.
- An explanation as to why a situation arose and to help the customer understand.
- An assurance that the same thing will not happen again (and monitored to make sure that it does not).
- Action that can be taken to put things right and where appropriate a change of procedure will be implemented to prevent further difficulties of a similar kind either for the individual customer or for customers generally.
- Financial compensation should always be an option, even though it may only be relevant in a few cases. Financial compensation should not be seen as an alternative to putting things right.

(1) The guiding principle must be that as far as possible the customer is put in the position that he/she would have been in had things not gone wrong.

(2) Customers need to know what remedies to a complaint are available and this is covered generally in publicity material for the compliments, comments and complaints system.

(3) Where a complaint is found to be justified after investigation, at any stage, the process which has caused the complaint needs to be reviewed by the relevant officer.

- (4) For Frontline Resolution complaints (stage one) the above remedies except financial compensation could be used singularly or in combination depending on the complaint. It is important that employees handling informal complaints are aware of which remedies to offer and when.
- (5) For Formal Investigation complaints (stage two) a consideration of appropriate remedies will be requested from the relevant departmental contact as part of the complaint investigation process.
- (6) For Internal Review complaints (stage three) a consideration of appropriate remedies will be undertaken by the Customer Service Manager or CSCO, with the relevant Assistant Director, or equivalent, with a recommendation to the Chief Executive Officer for approval.
- (7) Section 92 of the Local Government Act 2000 confirms that Councils are empowered to remedy injustice arising from maladministration where the complaint is made only to the Council and not to the Local Government & Social Care Ombudsman.
- (8) In cases where the Council's own investigations find maladministration and injustice, this will be reported in the annual report to Executive Committee and in cases where the Council's own investigations recommend a compensation payment as a remedy to a complaint then a report recommending this action will need to be taken to Executive. Any financial recommendations requiring a decision will be made by the Monitoring Officer following consultation with the Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented in the annual report to the relevant Elected Member Committee for amounts in excess of £5,000 a decision will be required by Executive.

## **The Role of the Ombudsman**

4.12 The Local Government & Social Care Ombudsman (LGSCO) was created by Part III of the Local Government Act 1974 to provide independent, impartial and prompt investigation and resolution of complaints of injustice caused through maladministration. The Council is within the jurisdiction of the Commission for Local Administration, which is also known as the Local Government & Social Care Ombudsman.

4.13 Additionally, Bolsover District Council is within the jurisdiction of the Housing Ombudsman (HO), which was set up by law on 1st April 2013 and which covers all housing associations and local authorities, The Housing Ombudsman considers complaints about leasehold services, moving to a property (transfer applications that are outside Housing Act 1996 Part 6), rent and service charges, occupancy rights, tenant behaviour and estate management.

4.14 In most cases, before the LGSCO will investigate a complaint, the Council will be given an opportunity to respond to the complaint in accordance with its procedures. In the case of the HO, they will only investigate a complaint after 8 weeks has elapsed from the end of the Council's procedure, in order to allow a 'designated person' to try to bring about a resolution. Any 'premature' complaints received from either Ombudsman will be handled by the CSCO and will commence the process at the formal investigation stage (stage two).

4.15 Customers choosing to make a complaint to either Ombudsman, after going through the Council's complaint process, will be investigated as an 'ordinary' complaint. A copy of the

complaint will also be sent to the Monitoring Officer. All correspondence to and from the LGSCO or HO will be handled by the Monitoring Officer.

4.16 The Ombudsman will notify the Council in writing of its findings when it has concluded its investigation. Any financial recommendations requiring a decision will be made by the Monitoring Officer under delegated powers following consultation with the Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented to the Standards Committee annually. For amounts in excess of £5,000 a decision will be required by Executive .

4.17 Where the Ombudsman records a decision of maladministration and/or injustice then the necessary arrangements will be made in accordance with the Ombudsman's instructions.

4.18 The Monitoring Officer has a duty to make a statutory report to Executive) annually in respect of maladministration where the Ombudsman has investigated and found maladministration and injustice on the part of the authority.

4.19 The definition of 'maladministration' is very wide and can include:

- Delay
- Incorrect action or failure to take any action
- Failure to follow procedures or the law
- Failure to provide information
- Inadequate record-keeping
- Failure to investigate
- Failure to reply
- Misleading or inaccurate statements
- Inadequate liaison
- Inadequate consultation
- Broken promises

4.20 There is no fixed definition of injustice but it can include:

- Hurt feelings, distress, worry, or inconvenience
- Loss of right or amenity
- Not receiving a service
- Financial loss or unnecessary expense
- Time and trouble in pursuing a justified complaint

4.21 In cases of maladministration the Council should try to identify all those affected and offer a suitable remedy. There may be a few cases where identifying others who may have suffered would be such an enormous task that it would affect the Council's day-to-day operation or the Council's ability to put right a failure that was the main cause of the maladministration. In these cases it would be better to improve the service and to stop the maladministration happening again.

4.22 The Council should always consider whether maladministration or failing to meet a standard has caused worry and distress to the service user and whether this needs to be taken into account when deciding on the right remedy. The Council should also provide a remedy if the complaint has been handled in a way that is itself maladministration.

4.23 Supporting procedures will explain fully the operational matters concerning complaints from the Ombudsman.

## **The Regulators Code and complaints about local authority regulatory services**

4.24 The Regulators Code came into force on 6<sup>th</sup> April 2014. Local authorities and fire authorities are under a statutory duty to have regard to the Code in developing the principles and policies which guide their regulatory activities.

4.25 The Regulator's Code aims to improve the way regulation is delivered at the front line. It sets out a clear framework for transparent and accountable regulatory delivery and establishes clear principles for how local authorities should interact with those they are regulating. The Code is underpinned by the statutory principles of good regulation, which provide that regulatory activities should be carried out in a way which is transparent, accountable, proportionate and consistent and should be targeted only at cases in which action is needed.

4.26 The Better Regulation Delivery Office (BRDO) and Local Government & Social Care Ombudsman are encouraging those delivering local regulatory services and managing corporate complaints to co-operate in ensuring their processes are transparent and easier for businesses. Guidelines in the Regulator's Code state that Regulators should:

- carry out their activities in a way that supports those they regulate to comply and grow
- provide simple and straightforward ways to engage with those they regulate and hear their views
- base their regulatory activities on risk
- share information about compliance and risk
- ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply
- ensure that their approach to their regulatory activities is transparent.

## **Anonymous Complaints**

4.27 Some customers may elect to remain anonymous when reporting complaints. For verbal complaint reporting (Frontline Resolution – Stage one) the employee dealing with the telephone call or face-to-face contact needs to explain the restrictions this may cause in trying to resolve the matter as we will be unable to provide feedback, provide a service or request further information at a later date.

4.28 Anonymous complaints received in writing (Formal Investigation - Stage two) will be managed centrally by the CSCO and sent to the Departmental contact to administer.

## **5. Learning from Feedback and Training for Employees**

5.1 It is important that customers and other stakeholders are aware of the compliments, comments and complaints process and how to use it. Senior management will review the information gathered from complaints regularly and consider whether our services could be improved or internal policies and procedures updated.

We will:

- Use complaints data to identify the root cause of complaints
- Take action to reduce the risk of recurrence
- Record the details of corrective action in the complaints file, and
- Review complaints performance reports to improve service delivery.

Where we have identified the need for service improvement:

- The action needed to improve services must be authorised
- An officer should be designated the 'owner' of the issue, with responsibility for ensuring the action is taken
- A target date will be set for the action to be taken
- The designated individual must follow up to ensure that the action is taken within the agreed timescale
- Performance in the service area should be monitored to ensure that the issue has been resolved
- We will ensure that staff learn from complaints.

## 5.2 Publicity and complaints performance information

- Poster for display in Council buildings
- Compliments, comments and complaints forms
- Council's publication
- Information on the Council's website
- Information in service booklets.

We will also report on our performance in handling complaints regularly and publish this information on the Council's website.

5.3 It is also essential that the Council knows whether the compliments, comments and complaints system, especially the complaints element, is working. The CSCO will undertake customer satisfaction surveys to establish the level of satisfaction.

5.4 It is also important that employees receive training regarding the procedure and ongoing training and development is available. Some people will need more support and employees will need to offer assistance in accordance with the Customer Service – Code of Practice and Standards.

Maintaining confidentiality is important in complaints handling. It includes maintaining the customer's confidentiality and explaining to them the importance of confidentiality generally. We must always bear in mind Data Protection legislation/ General Data Protection Regulations, as well as internal policies on confidentiality and the use of customers' information.

## 6. Habitual or Vexatious Complainants

6.1 For the purpose of this policy the following definition will be used:

The repeated and/or obsessive pursuit of

- Unreasonable complaints and/or unrealistic outcomes
- Reasonable complaints in an unreasonable manner.

6.2 Where complaints have been identified as habitual or vexatious in accordance with the criteria below, the Assistant Director for complaints management or their representative, following discussions with the relevant service Director/Assistant Director, will take a report to the Senior Leadership Team (SLT) to seek agreement to treat the complainant as a habitual or vexatious complainant and for an appropriate course of action to be taken for an appropriate length of time, usually twelve months but this is not prescriptive, before being reviewed. Operational aspects for handling habitual or vexatious complainants will be covered in the supporting procedures.

6.2 Where individuals, or individuals acting on behalf of another individual or group, are submitting multiple or lengthy requests for information or complaints in relation to the same subject matter to the Council, the Assistant Director with responsibility for Customer Services will have the option to take a report to SLT using the evidence collated from all the individuals involved, in order to prevent duplicating or prolonging the evidence gathering process.

6.3 The Assistant Director of Customer Services or their representative will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken.

6.4 Senior Managers will need to inform and seek advice from the Customer Service Manager or CSCO regarding potential habitual or vexatious complaints, which have not progressed on to the formal stage (stage two) of the complaints process and as such fall outside the control of, and therefore knowledge of, the Customer Service department.

6.5 Once a complainant has been determined to be habitual or vexatious, their status will be kept under review and monitored by the Assistant Director or their representative, with reports being taken to SLT as required. If a complainant subsequently demonstrates a more reasonable approach then their status will be reviewed.

6.6 Our experience has shown that the behaviour of some customers considered vexatious can fluctuate greatly. Following any SLT decision that has determined a customer as habitual or vexatious, SLT may confer delegated powers to the Assistant Director responsible for complaints management or their representative, in cases to amend the conditions in the interest of the service where prompt action may be required at short notice. In such cases the Assistant Director responsible for complaints management or their representative will put monitoring measures in place and make a decision in line with this policy.

6.7 Once the 'appropriate length of time' has expired, normal contact with the customer can be resumed. However, should the customer revert to their previous behaviour, the Council reserves the right to determine their behaviour as vexatious again without the need for further monitoring or submission of a report to SLT.

## Criteria for Determining Habitual or Vexatious Complainants

6.8 Complainants or anyone deemed to be acting on their behalf may be considered to be vexatious or persistent if one or more of the following applies where previous or current contact with them shows that they meet two or more of the following criteria:

Where complainants are:

- Refusing to specify the grounds of a complaint, despite offers of assistance.
- Refusing to co-operate with the complaints investigation process.
- Refusing to accept that certain issues are not within the scope of a complaints procedure.
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced.
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing trivial or irrelevant new information at a late stage.
- Raising numerous, detailed but unimportant questions; insisting that they are answered.
- Acting individually or on behalf of a group, submitting numerous or lengthy requests for information or complaints in relation to the same subject or where the Council has received similar complaints or requests for information from the complainant themselves previously on the same issue.
- Covertly recording meetings and conversations.
- Submitting falsified documents from themselves or others.
- Adopting a 'scatter gun' approach, pursuing parallel complaints on the same issue with a variety of other organisations.
- Making excessive demands on the time and resources of staff with lengthy telephone calls, emails to numerous Council staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations that the complainant insists make these 'new' complaints.
- Refusing to accept the decision, repeatedly arguing points with no new evidence.
- Harassing verbally or otherwise seeking to intimidate employees dealing with their complaint, including the use of foul, abusive or racist language, which will be reported to the appropriate authority.
- Threatening or using physical violence towards employees. The Employee Protection Policy (available on the Council's Intranet) provides guidance and procedures on how to report such incidents.
- Insisting on pursuing unjustified complaints and/or unrealistic outcomes to legitimate complaints or taking actions that are out of proportion to the nature of the complaint, even when the complaints procedure has been exhausted.
- Demonstrating behaviour which has a significant and disproportionate adverse effect on the Council's resources.

## The Habitual/ Vexatious complaints handling process Options for Dealing with Habitual or Vexatious Complainants

6.9 The options below can be used singularly or in combination depending on the circumstances of the case and whether the complaint process is ongoing or completed.

1. A letter to the complainant setting out responsibilities for the parties involved if the Council is to continue processing the complaint. If terms are contravened, consideration will then be given to implementing other action as indicated below.
2. Decline contact with the complainant, either in person, by telephone, by fax, by letter, by e-mail or any combination of these, provided that one form of contact is maintained. This may also mean that only one named Officer will be nominated to maintain contact (and a named deputy in their absence). The complainant will be notified of this person.
3. Notify the complainant, in writing, that the Council has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end, advising the complainant that they are being treated as a habitual or vexatious complainant and as such the Council does not intend to engage in further correspondence dealing with the complaint.
4. Inform the complainant that in extreme circumstances the Council **will** seek legal advice on habitual or vexatious complaints and this may lead to legal action being taken against the complainant as the Council has a duty to protect both the Council's reputation and its employees.
5. Temporarily suspend all contact with the complainant, in connection with the issues relating to the complaint being considered habitual and/or vexatious, while seeking advice or guidance from its solicitor or other relevant agencies, such as the Local Government & Social Care Ombudsman or External Auditor.
6. In cases of threats of verbal or physical abuse, always recommend the complainant is added to the Employee Protection Register.

### The habitual/ vexatious complaint handling process

<b>Habitual/ Vexatious complaint</b>	
<b>Description</b>	Multiple complaints or requests for information about the same* issue (s) which have previously been investigated or answered fully
<b>Who by</b>	A customer to any member of staff
<b>Action</b>	To be passed to the CSCO for administration, monitoring and reporting purposes

**\*Please note:** Care must be taken, however, not to disregard new issues which are significantly different from the original complaint as they need to be addressed as separate complaints.



## **7. Responsibility for Implementation**

### **The Assistant Director responsible for complaints management**

7.1 The Assistant Director responsible for complaints management will oversee the implementation of this policy. The Assistant Director responsible for complaints management, with support from the Customer Service Manager who is responsible for establishing systems and procedures that support the implementation of this policy and for managing the compliments, comments and complaints system or the CSCO who is responsible for the administration of the compliments, comments and complaints system.

The Assistant Director responsible for complaints management will in some cases, where it is considered by SLT be given delegated powers to amend conditions associated with 'vexatiousness' if it is in the interest of the service and where prompt action may be required at short notice.

### **Assistant Directors / Service Directors**

7.2 Responsible for reviewing Internal Review complaints, they should be satisfied that the investigation is complete and the response addresses all aspects of the complaint.

### **The Monitoring Officer**

7.3 The Monitoring Officer has overall responsibility for the policy and has a duty to make a statutory report periodically, at least once a year, to the relevant Standards Committee in respect of maladministration where the Local Government & Social Care Ombudsman has investigated and found maladministration and injustice on the part of the authority.

### **Senior Managers and Departmental Complaints Contacts:**

7.4 Involved in the operational investigation and management of complaints handling. They may be responsible for preparing and signing decision letters or submitting information to the CSCO in complex or crosscutting cases), so they should be satisfied that the investigation is complete and their response addresses all aspects of the complaint.

### **Complaints Investigator:**

7.5 The complaints investigator is responsible and accountable for the management of the investigation. This may be the CSCO or their representative and they will be involved in the investigation and in co-ordinating all aspects of the response to the customer. This will include preparing a comprehensive written report, including details of any procedural changes in service delivery that could result in wider opportunities for learning across the organisation.

### **All staff:**

7.6 A compliment, comment or complaint may be made to any member of staff within the organisation. All staff must be aware of the Compliments, Comments and Complaints Policy and

procedure and how to handle complaints at the frontline stage. They should also be aware of who they should refer a complaint to, in case they are not able to personally handle the matter.

**The Customer Standards and Complaints Officer/ Local Government & Social Care Ombudsman/ Housing Ombudsman:**

7.7 The CSCO is also the Council's Link Officer for the Ombudsman. The Link Officer's role will include providing complaints information in an orderly, structured way within requested timescales, providing comments on factual accuracy on our behalf in response to investigations, and confirming and verifying that recommendations have been implemented.

## Action Plan

### CCC Policy

- Date change to April 2024
- Access for all statement – Add note about the document being accessible in different formats
- Control Sheet change to match current policy review
- Contents page aligned to account for policy changes – addition of ‘Response and Remedies for Complaints.’
- 1.1 Add complaint handling code aims as point of policy
- 1.5 Add in the introduction the new joint code 2023 and what the code aims are
- 1.6, 3.1, 4.8 Add service request definition into the policy
- 1.6 Add policy is accessible
- 3.1, 4.7 Change complaint definition to match the wording of the code
- 3.2 Add in satisfaction survey complaints.
- 3.3 Addition of complaints being raised through multiple methods and with any member of staff
- 3.3 Add wording about reasonable adjustment records
- 3.5, 4.9, 4.10, 4.11, 4.27, 7.6 Remove all informal complaint wording
- 3.8 Add about service requests and a chance to get things right.
- 4.6, 4.9 Change all acknowledgements to 5 working days
- 4.7 Advise that a choice is given to complain if dissatisfied.
- 4.7 Add details regarding accepting complaints unless valid reason and individual circumstances are looked at
- 4.7 Add in 12 month complaint referral
- 4.7 Change wording that complaints can be verbal not just written
- 4.7 Deletion of wording about verbal complaints only being accepted in extenuating circumstances.
- 4.8 Addition to scope for complaints occurring over 12 months ago
- 4.8 Addition to scope for complaints where legal proceedings have begun.
- 4.9 Change wording to two stage policy from three stage
- 4.9, 4.10, 4.11, 4.14, 4.27, 4.28 Amend initial stage of process to Stage 1 complaints
- 4.9, 4.10, 4.11, 6.4, 7.2 Amend second stage of process to internal review
- 4.9, 4.10 Change investigation dates
- 4.9, 4.10 Add extension allowance
- 4.9 Add in MP enquiry complaints
- 4.9 Add that complaint acknowledgements must contain the complaint definition
- 4.9 Add a time limit for escalating complaints between stage 1 and 2.
- 4.10 Changed Stage 1 from being written to just ‘response’

- 4.10 Add that Stage 2 must be considered by a different officer to Stage 1
- Add in new section about responses
  - a) Being sent as soon as answer is known
  - b) All points are answered
  - c) Additional complaints
  - d) List of what the response should include
- 4.11 Add in remedies to reflect fault and must be followed through
- 4.11 Add in remedies listed in the code
- 4.11 Change to point 8 regarding compensation payment
- 4.14 New addition of the Code the Policy follows and how the Ombudsman's monitor compliance with it.
- 4.16 Change that a consultation with the Head of paid Service is needed regarding financial recommendations for compensation
- 5. Title change to include reporting to the Ombudsman
- 5.5 New addition of the annual complaints performance and service improvement report
- 6.8 Change EPR wording from policy to guidance
- 7.8 New addition to include the Member Responsible for Complaints.

## Bolsover District Council

### Meeting of Customer Services Scrutiny Committee on 25<sup>th</sup> March 2024

#### Customer Services Scrutiny Committee Work Programme 2023/24

#### Report of the Scrutiny Officer

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Thomas Dunne-Wragg, Scrutiny Officer

#### PURPOSE/SUMMARY OF REPORT

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2023/24.

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#### REPORT DETAILS

##### **1. Background**

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2023/24 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes submitted will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny Officer should they have any queries regarding future meetings.
- 1.5 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.

- 1.6 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

## **2. Details of Proposal or Information**

- 2.1 Attached at Appendix 1 is the meeting schedule for 2023/24 and the proposed agenda items for approval/amendment.

## **3. Reasons for Recommendation**

- 3.1 This report sets the formal Committee Work Programme for 2023/24 and the issues identified for review.
- 3.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.
- 3.3 The Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

## **4 Alternative Options and Reasons for Rejection**

- 4.1 There is no option to reject the report as the Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

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## **RECOMMENDATION(S)**

1. That Members review this report and the Programme attached at Appendix 1 for approval and amendment as required. All Members are advised to contact the Scrutiny Officer should they have any queries regarding future meetings.

**IMPLICATIONS:**

**Finance and Risk:** Yes  No

**Details:** None from this report.

On behalf of the Section 151 Officer

**Legal (including Data Protection):** Yes  No

**Details:** In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in Part 1A, s9F(2) of the Local Government Act 2000.

On behalf of the Solicitor to the Council

**Environment:**

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

**Details:** None from this report.

**Staffing:** Yes  No

**Details:** None from this report.

On behalf of the Head of Paid Service

**DECISION INFORMATION**

<b>Is the decision a Key Decision?</b> A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:  <b>Revenue - £75,000</b> <input type="checkbox"/> <b>Capital - £150,000</b> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> <i>(Only Key Decisions are subject to Call-In)</i>	No
<b>District Wards Significantly Affected</b>	N/A
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input type="checkbox"/> <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	Yes  Details: Committee Members

**Links to Council Ambition: Customers, Economy and Environment.**

All

**DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
1.	CSSC Work Programme 2023/24

<b>Background Papers</b>
<p><i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).</i></p>
<p>Previous versions of the Committee Work Programme.</p>



**Customer Services Scrutiny Committee**

**Work Programme 2023/24**

**Formal Items – Report Key**

<b>Performance Review</b>	<b>Policy Development</b>	<b>Policy/Strategy/ Programme Monitoring</b>	<b>Review Work</b>	<b>Call-In/Review of Executive Decisions</b>	<b>Petition</b>

<b>Date of Meeting</b>	<b>Items for Agenda</b>		<b>Lead Officer</b>
<b>19 June 2023</b> 105	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Agreement of Work Programme 2023/24</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints 2022/23 – 1<sup>st</sup> January 2023 to 31<sup>st</sup> March 2023 and Annual Summary</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Tenant Engagement Strategy</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Equality Plan and Objectives 2023-27</li> </ul>	Information, Engagement & Performance Manager
		<ul style="list-style-type: none"> <li>Review of Members ICT &amp; Support and ICT Service Delivery: Executive Response</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
<b>24 July 2023</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Business Rates Mandatory and Discretionary Rate Relief Policy</li> </ul>	Director of Finance/S151 Officer
		<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1<sup>st</sup> April 2023 to 30<sup>th</sup> June 2023</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Review of Council-owned Adapted Accommodation: Final Monitoring Report</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
25 September 2023	Part A – Formal	<ul style="list-style-type: none"> <li>• LG&amp;SCO and Housing Ombudsman Annual Report 2022/23</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer
		<ul style="list-style-type: none"> <li>• Site Visit – HW Martins</li> </ul>	
20 November 2023  106	Part A – Formal	<ul style="list-style-type: none"> <li>• Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1<sup>st</sup> July 2023 to 30<sup>th</sup> September 2023</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>• Consultation on Draft Allocations Policy</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>• New Council Ambition 2024-2028 – Scrutiny Consultation</li> </ul>	Senior Management Team/Performance
		<ul style="list-style-type: none"> <li>• Review of Members ICT &amp; Support and ICT Service Delivery: Interim Monitoring Report</li> </ul>	Scrutiny Officer
		<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer
22 January 2024	Part A – Formal	<ul style="list-style-type: none"> <li>• Private Sector Housing Strategy</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer
25 March 2024	Part A – Formal	<ul style="list-style-type: none"> <li>• Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 2023</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>• Policy Review</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer

Date of Meeting	Items for Agenda		Lead Officer
22 April 2024	Part A – Formal	<ul style="list-style-type: none"> <li>Housing Strategy 2021-24 – Action Plan Monitoring Update</li> </ul>	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
		<ul style="list-style-type: none"> <li>Housing Strategy 2024-2029: Consultation</li> </ul>	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
		<ul style="list-style-type: none"> <li>Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny Officer

## Agenda Item 9

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted