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To: Chair & Members of the Standards
Committee

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Friday 31st October 2025

Dear Councillor

STANDARDS COMMITTEE

You are hereby summoned to attend a meeting of the Standards Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne, on Monday, 10th November, 2025 at 14:00 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 page 3.

Yours faithfully

A handwritten signature in black ink, appearing to read "J. S. Fielden".

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

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- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

**STANDARDS COMMITTEE
AGENDA**

***Monday 10th November 2025 at 14:00 hours taking place in the Council Chamber,
The Arc, Clowne***

Item No.		Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business 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.	Declarations of Interest 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.	Minutes To consider the minutes of the last meeting held on 12 May 2025 as a true record.	4 - 7
5.	Annual Letter from the Local Government & Social Care Ombudsman 2024/25 and Annual Housing Ombudsman Report Including Self-Assessment 2024/25	8 - 108
6.	Compliments, Comments and Complaints 25/26 - 1st April 2025 to 30th June 2025	109 - 138
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9.	Work Programme 2025/2026 To consider the Standards Committee Work Programme for the remainder of the 2025/26 municipal year.	162

STANDARDS COMMITTEE

Minutes of a meeting of the Standards Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 12 May 2025 at 14:00 hours.

PRESENT:-

Members:-

R. Jaffray in the Chair

Councillors Jane Yates (Vice-Chair), Anne Clarke, Louise Fox, Justin Gilbody, Duncan Haywood and Tom Kirkham.

Officers:- Jim Fieldsend (Director of Governance and Legal Services & Monitoring Officer and Angelika Kaufhold (Governance and Civic Manager).

STA31-24/25 APOLOGIES FOR ABSENCE

None.

STA32-24/25 URGENT ITEMS OF BUSINESS

There was no urgent business to be considered at the meeting.

STA33-24/25 DECLARATIONS OF INTEREST

There were no declarations made at the meeting.

STA34-24/25 MINUTES

Moved by Councillor Duncan Haywood and seconded by Councillor Louise Fox
RESOLVED that the minutes of a meeting of the Standards Committee held on 27th January 2025 be approved as a true and correct record.

STA35-24/25 ANNUAL REPORT OF THE STANDARDS COMMITTEE 2024/25

Consideration was given to a report presented by the Monitoring Officer relating to the Annual Report of the Standards Committee for the 2024/25 Municipal Year. The report summarised the activities for the year and members were advised that the section on training needed to be updated prior to submission to Annual Council.

Moved by Councillor Jane Yates and seconded by Councillor Louise Fox and
RESOLVED that the Annual Report of the Standards Committee 2024/25 be approved.

STANDARDS COMMITTEE

STA36-24/25 PROPOSAL TO DISESTABLISH THE EMPLOYMENT & PERSONNEL COMMITTEE

Consideration was given to a report presented by the Monitoring Officer which proposed the disestablishment of the Employment and Personnel Committee. The Monitoring Officer advised that the main purpose of the committee was to deal with issues relating to the Council's establishment structure and employees. This added a layer of bureaucracy to the process as Council had to approve any proposals to changes to the establishment where there was a budgetary implication or there was no budget for the post(s).

The Chief Executive Officer also had delegated power to determine staffing matters as detailed in 1.2 of the report excepting those relating to Directors, Assistant Directors and Statutory Officers. This overlapped with the decision making powers of the Employment and Personnel Committee but in both cases any decisions requiring budgetary increase had to be approved by Council. The proposal to disestablish the committee would therefore remove the requirement for this unnecessary stage as staffing decisions not requiring additional budget could be made by the Chief Executive Officer.

In response to Councillor Tom Kirkham's question as to whether staffing decisions taken by the Chief Executive Officer would also be reported to Council the Monitoring Officer confirmed there was no proposal to report these to Council and that delegated decisions were published on the Council's website.

Moved by Councillor Duncan Haywood and seconded by Councillor Tom Kirkham and **RESOLVED** to recommend the disestablishment of the
Employment and Personnel Committee to Council.

STA37-24/25 PROPOSED AMENDMENT(S) TO THE SCHEME OF DELEGATION FOR OFFICERS

Consideration was given to a report presented by the Monitoring Officer which proposed a change to his delegation to enable him to make non-substantive administrative changes to the Constitution.

The Monitoring Officer advised that whilst he currently had powers to make changes arising from new legislation, administrative errors or conflicts in interpretation, he could not make minor changes arising from administrative changes to the Constitution.

Members were advised of the following typographic errors in the report:

- paragraph 2.2 which should read "...of the delegation to the Monitoring Officer" and not Strategic Director of Service;
- paragraph 3.1 should read "delegate the ability to make decisions more efficient"; and
- paragraph 4.1 should read "Not to agree the delegation. This is not recommended as it would slow down the process to make administrative changes".

Councillor Tom Kirkham asked for an example of these type of changes and the Monitoring Officer cited there could be changes in the functions and roles of Directors or

STANDARDS COMMITTEE

officers which could not currently be updated during reviews. It was purely about enabling the tidying up of the constitution and not allocation of new powers.

Moved by Councillor Duncan Haywood and seconded by Councillor Louise Fox and **RESOLVED** that Council be recommended to approve the proposed amendment to the Scheme of Delegation.

STA38-24/25 COMPLAINTS UPDATE

The Monitoring Officer provided an update on the complaints received in 2024/25 and stated that there had been an increase on complaints in comparison to previous years with most relating to parish councillors. Many complaints had been dealt with and were either not a complaint which should be considered through the Members Complaint process or were resolved informally by means of apologies or councillors agreeing to undertake training. One complaint was formally investigated and reported back to the last meeting.

Councillor Jane Yates sought clarification in relation to the 3 ongoing complaints and timescales as one dated back to May. The Monitoring Officer stated there had been difficulties in sourcing officers to undertake complaints investigations but he was now able to progress the complaint investigation which dated back to May 2024. There were also a couple of recent complaints which would be referred for investigation.

Councillor Tom Kirkham requested an update on the two complaints which had no information and the Monitoring Officer confirmed that he had agreed with the complainants that he would speak to the councillor concerned about the matter.

STA39-24/25 MEMBER TRAINING ATTENDANCE 2024/25

Consideration was given to a report presented by the Monitoring Officer who summarised members attendance at training events during 2024/25. It was suggested that members were not attending the level of training they should. The Monitoring Officer also confirmed that a Member Development Champion would be appointed at Council and that he was planning to discuss training participation and how members could be more fully engaged with them.

During discussion members made the following comments:

- Councillor Louise Fox asked whether there could a rolling training schedule which also highlighted when refresher training was required. The Monitoring Officer confirmed that refresher training was already planned for Planning and that it was an option for consideration.
- Councillor Gilbody confirmed that there had been a good notice period provided for the recent training events which all took place on the same day and this was useful for members who worked to plan and take time off to attend.
- Councillor Jane Yates added that not all training necessitated annual refreshers and the one full day training in March had worked well. Similar events including a variety of training on the same day may be preferable going forward.

STANDARDS COMMITTEE

- Councillor Anne Clarke stated that members on Licensing Committee had to complete training to sit on the sub committees and currently only 60% of members had attended which limited the number of members who could sit on these committees. This meant reliance on a small number of councillors who were regularly be called upon for the sub committees.
- Councillor Jane Yates asked whether training for Planning and Licensing could be provided in the evening to increase participation. The Monitoring Officer suggested that it could be possible to provide this in an afternoon session and one in the evening.
- Councillor Anne Clarke suggested providing more training online rather than in person attendance may encourage a higher take up.
- In response to Councillor Justin Gilbody's question as to whether training should be mandatory. This already applied to Members Code of Conduct and Planning which were mandatory.

The Monitoring Officer confirmed that members' comments would be shared with the Member Development Champion when reviewing training options for 2025/26.

Moved by Councillor Louise Fox and seconded by Councillor Anne Clarke **RESOLVED** that the information and statistics for Member attendance at training for the 2024/25 be noted.

STA40-24/25 WORK PROGRAMME 2025/26

Consideration was given to the Standards Committee Work Programme and the Monitoring Officer confirmed that a new programme based on the reduced number of committees for 2025/26 would be developed. Additional meetings could be called in the event of any requests for dispensations etc.

The meeting concluded at 14:24 hours.

BOLSOVER DISTRICT COUNCIL

Meeting of Standards Committee on 10th November 2025

Annual Letter from the Local Government & Social Care Ombudsman 2024/25 & Annual Housing Ombudsman Report including Self Assessment 2024/25

Report of the Monitoring Officer

Classification	This report is Public
Contact Officer	Lesley Botham Customer Service, Standards & Complaints Manager

PURPOSE/SUMMARY OF REPORT

- To note information contained within the Annual Letter received from the Local Government & Social Care Ombudsman (LGSCO) 2024/25.
 - To provide Members with information contained within the Housing Ombudsman Annual Report and Self Assessment to consider and provide comment prior to submission to Executive for Approval.
-

REPORT DETAILS

1. Background

- 1.1 The Annual Letter from the Local Government and Social Care Ombudsman (LGSCO) contains an annual summary of statistics on the complaints made against the Council for the financial year ending 31st March 2025. It should be noted that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.
- 1.2 Between 1 April 2024 to 31st March 2025, the LGSCO received 9 enquiries and complaints during 2024/25, of these 7 were closed after initial enquiries and 2 were not for the LGSCO to investigate. See Appendix 2.
- 1.3 The Annual Letter 2024 (Appendix 1) and supporting information (Appendix 2) are attached.

Benchmarking information – (CIPFA) Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

By way of background information, the LGSCO upheld 83% of complaints submitted to them in 2024/25 (up from 80% in 2023/24) with the average being 66% for similar authorities.

	Detailed investigations	Upheld complaints (average for similar authorities - 66%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	2	0	No recommendations were due for compliance in this period	0
Bassetlaw District Council	0	0	0	0
Bolsover District Council	0	0	0	0
Chesterfield Borough Council	1	1 (100%)	100%	0
Erewash District Council	4	3 75%	100%	2
Mansfield District Council	2	0	100%	0
NE Derbyshire District Council	0	0	0	0

- 1.4 The Annual Housing Ombudsman Complaints Report and Self Assessment are required to be submitted by the Council by the 30.09.25. The report provides information to the Housing Ombudsman on the performance of our complaint handling, in terms of the volume and timeliness of responses, in addition the report identifies themes and lessons learnt to drive improvements. The Self Assessment ensures the Council's Complaints and Standards department have reviewed and aligned its Policy and Procedures to meet the Housing Ombudsman Complaint Handling Code requirements for 2024/25.
- 1.5 The Annual Housing Ombudsman Complaints Report (Appendix 3) and Self Assessment (Appendix 4) are attached.

2. Details of Proposal or Information

- 2.1 N/A

3. Reasons for Recommendation

- 3.1 To note the overall performance and receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2024/25
- 3.2 To approve the content of the Annual Housing Ombudsman Complaints Report and Self Assessment 2024/25 for submission to Executive, to ensure corporate compliance with the Housing Ombudsman Complaint Handling Code and the Councils CCC Policy.

4 Alternative Options and Reasons for Rejection

- 4.1 None.

RECOMMENDATION(S)

1. That the Standards Committee note the Annual Letter from the Local Government & Social Care Ombudsman and approve the Annual submission Housing Ombudsman Report and Self Assessment 2024/25.

Approved by Councillor M Dooley Portfolio Holder for Health and Wellbeing

IMPLICATIONS:

<u>Finance and Risk</u> 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 and Social Care Ombudsman if complaints are not handled appropriately. In cases of maladministration, financial penalties can be imposed by the Ombudsman.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes ☐ No ☒		
Details: The Council is at risk of recommendations or decisions by the Local Government Ombudsman and Social Care 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		
<u>Staffing</u> Yes ☐ No ☒		
Details: There are no staffing implications contained within this report		
On behalf of the Head of Paid Service		

<u>Equality and Diversity Impact and Consultation</u>	Yes ☐	No ☒
Details:		
There are no equality and diversity impact and consultation implications contained within this report		
On behalf of the Information, Engagement and Performance Manager		
<u>Environment</u>	Yes ☐	No ☒
Details:		
There are no areas contained within this report		

DECISION INFORMATION:

☒ Please indicate which threshold applies:	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	Yes ☐ No ☒
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.	(a) ☐ (b) ☐
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.	(a) ☐ (b) ☐
District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:	All ☒
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes ☐ No ☒
If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i>	Yes ☐ No ☒
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes ☒ No ☐
Leader ☐ Deputy Leader ☐ Executive ☐ SLT ☒ Relevant Service Manager ☒ Members ☐ Public ☐ Other ☐	

Links to Council Ambition: Customers, Economy, Environment, Housing
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

DOCUMENT INFORMATION:

Appendix No	Title
1	Annual Letter from the Local Government & Social Care Ombudsman 2024/25
2	Complaints received, Complaints decided, Compliance
3	BDC Annual Report for the Housing Ombudsman 2024/25
4	BDC Self Assessment for the Housing Ombudsman 2024/25

Background Papers
<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>
None

21 May 2025

By email

Ms Hanson
Head of Paid Service
Bolsover District Council

Dear Ms Hanson

Annual Review letter 2024-25

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2025. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. We have listened to your feedback, and I am pleased to be able to share your annual statistics earlier in the year to better fit with local reporting cycles. I hope this proves helpful to you.

[Your annual statistics are available here.](#)

In addition, you can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

In a change to our approach, we will write to organisations in July where there is exceptional practice or where we have concerns about an organisation's complaint handling. Not all organisations will get a letter. If you do receive a letter it will be sent in advance of its publication on our website on 16 July 2025, alongside our annual Review of Local Government Complaints.

Supporting complaint and service improvement

In February we published [good practice guides](#) to support councils to adopt our [Complaint Handling Code](#). The guides were developed in consultation with councils that have been piloting the Code and are based on the real-life, front-line experience of people handling complaints day-to-day, including their experience of reporting to senior leaders and elected members. The guides were issued alongside free [training resources](#) organisations can use to make sure front-line staff understand what to do when someone raises a complaint. We will be applying the Code in our casework from April 2026 and we know a large number of councils have already adopted it into their local policies with positive results.

This year we relaunched our popular [complaint handling training](#) programme. The training is now more interactive than ever, providing delegates with an opportunity to consider a complaint from receipt to resolution. Early feedback has been extremely positive with delegates reporting an increase in confidence in handling complaints after completing the training. To find out more contact training@lgo.org.uk.

Yours sincerely,



Amerdeep Somal
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Ombudsman Complaints received:

Reference	Authority	Category	Subcategory	Received
23020164	Bolsover District Council	Housing	Housing-other	13/06/24
24003658	Bolsover District Council	Housing	Allocations	31/05/24
24005826	Bolsover District Council	Housing	Housing-other	18/07/24
24008279	Bolsover District Council	Other	Non-local government	27/08/24
24011300	Bolsover District Council	NULL	NULL	27/09/24
24013042	Bolsover District Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	23/10/24
24019770	Bolsover District Council	Highways & Transport	Highways & transport-other	20/02/25
24021039	Bolsover District Council	Corporate & Other Services	Land	04/03/25
24022794	Bolsover District Council	Benefits & Tax	Council tax	27/03/25

Ombudsman Complaints decided:

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason
23019048	Bolsover District Council	Corporate & Other Services	Standards committees	24/05/24	Closed after initial enquiries	Not warranted by alleged fault
23020164	Bolsover District Council	Housing	Housing-other	15/08/24	Closed after initial enquiries	Not warranted by alleged fault
24003658	Bolsover District Council	Housing	Allocations	15/07/24	Closed after initial enquiries	Not warranted by alleged fault
24005826	Bolsover District Council	Housing	Housing-other	06/09/24	Closed after initial enquiries	Sec 26(7) - all or most
24008279	Bolsover District Council	Other	Non-local government	27/08/24	Advice given	Signpost - go to complaint handling
24011300	Bolsover District Council	NULL	NULL	27/09/24	Incomplete/Invalid	Insufficient information to proceed and PA advised

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason
24013042	Bolsover District Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	24/02/25	Closed after initial enquiries	Not warranted by alleged fault
24019770	Bolsover District Council	Highways & Transport	Highways & transport-other	28/03/25	Closed after initial enquiries	No worthwhile outcome achievable by investigation
24021039	Bolsover District Council	Corporate & Other Services	Land	27/03/25	Closed after initial enquiries	26(6)(c) Court remedy

Compliance

Reference
No compliance data recorded during the period

Explanatory notes	
A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).	
Cases received	
Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Cases decided	
Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025. Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded. Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: https://www.lgo.org.uk/your-councils-performance	
We report our decisions by the following outcomes:	
Invalid or incomplete: We were not given enough information to consider the issue.	These decision outcomes are included in the number of cases reported as not for us / not ready for us in the complaints overview section on the online map.
Advice given: We provided early advice or explained where to go for the right help.	
Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.	

Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.	This decision outcome is included in the number of cases reported as assessed and closed in the complaints overview section on the online map.
Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as investigated in the complaints overview section on the online map.
Not upheld: We completed an investigation but did not find evidence of fault.	
The following decision reasons are satisfactory remedy decisions , i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:	These decision reasons are included in the number of cases reported as satisfactory remedies provided by the council on the online map.
<i>Upheld - Injustice remedied during organisations complaint processes</i>	
<i>Upheld - fault & inj - no further action organisation already remedied</i>	
Compliance outcomes	
Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here. Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.	



Housing Ombudsman Service Complaint Handling Code

Annual Complaint Handling and Service Improvement Report 2024–2025



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W: www.bolsover.gov.uk

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- Call with [Relay UK](#) via textphone or app on **0800 500 888** - 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

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Foreword

Governing Body Response

Bolsover District Council remains dedicated to providing outstanding customer service. We fully appreciate the value of tenant feedback and complaints, and we are committed to addressing them promptly and effectively. We continuously learn from the concerns raised by our tenants and use this insight to drive ongoing improvements in our services.

The Council have followed the revised Compliments, Comments and Complaints (CCC) Policy from April 2024. This has been embedded through comprehensive staff training alongside consistent and high-quality complaint handling.

The self-assessment provides evidence that the Council adheres to the Housing Ombudsman Complaint Handling Code. Any complaints received are managed in full compliance with the Code's standards.

The Council is proactive in continually analysing data for service improvements. Multiple measures have been employed in order to facilitate this during 2024-2025, including changes to record keeping, increased service reviews and altered agendas. The Council will continue to use complaints in a positive way to further improve services to our tenants.



Cllr Mary Dooley Portfolio Holder for Health & Wellbeing (Including Customer Services)



Cllr Sandra Peake (May 2019 – February 2025) Portfolio Holder for Housing



Cllr Phil Smith (February 2025 – present) Portfolio Holder for Housing

Housing Liaison Board Response

As tenants, we are pleased to see that the annual complaints performance and service improvement report for 2024/25, together with the Council's self-assessments against the Complaint Handling Code, show that we are compliant.

We are pleased that the introduction of quarterly complaint performance reports being presented at the Housing Liaison Board meeting gives tenants the opportunity to monitor and scrutinise the Council's complaints handling and provide constructive challenge where required. The further adaptation of this information to create a specific repairs-based report, further enhances the challenge by RANT (Repairs Action Network Team) tenants reviewing service delivery.

Introduction

The Housing Ombudsman's Complaint Handling Code became statutory from 1 April 2024, which means that social housing landlords are now obliged by law to follow its requirements.

The Social Housing (Regulation) Act 2023 places a legal duty on the Ombudsman to monitor social housing landlord's compliance with the Code. Section 8 of the HOS Complaint Handling Code requires that landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge.

This annual report provides an analysis of the complaints, comments and compliments received by the Council during 2024/25.

This report seeks to provide information on the performance of the Council's complaint handling in terms of the volume and timeliness of the responses. In addition, the report seeks to identify themes, trends, and lessons learnt that drive service improvements.

The Housing Ombudsman Service (HOS) has a two-stage complaint handling process which the Council adopted within its CCC Policy from April 2024 which requires:

- 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.

Whilst the main driver for the report is to look at complaints, the Council are able to learn a lot from the comments, compliments and M.P. enquires received and so this report also seeks to analyse this data.

Analysis of complaints performance for 2024/25

Types of complaints

The Customer Advisors who work front line for customer services have all had thorough training of the CCC Policy. Through this training the Council's Customer Advisors can appropriately determine whether the issue raised is a service request/enquiry or a complaint.

The CCC Policy defines a complaint as 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. However, a service request is defined as a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.

The Council also receives Member of Parliament enquiries (M.P. enquiries) which are dealt with under the CCC Policy. The M.P. was appropriately updated with the changes to the CCC Policy to follow the Housing Ombudsman Statutory Code. Within this training, the M.P.'s Office agreed to determine whether a customer would like to raise their enquiry as an M.P. enquiry or as a complaint. The M.P. was given a copy of the CCC Policy and an explanation of the stages of a complaint so their constituents can be appropriately informed. In addition to this, further discussions were held with the M.P., to highlight the scope of the Council's complaints policy. As a result, the M.P.'s office has created email and letter templates to accurately signpost customers.

Currently, if a customer makes a complaint which does not fall within the CCC Policy the customer is appropriately directed to the correct place to complain or be assisted with their enquiry/request. For example, the Council has the right to deal with service requests for the first time before a complaint is made.

During 2024/2025, the Council rejected 3 complaints as out of scope of the Policy (not classed as service requests).

- Contact from customer determined as not a complaint, out of scope letter sent.
- Contact from customer raises same issues already dealt with by the complaints process, advised Ombudsman was next step.
- Contact from customer wanting to escalate to stage 2 but stage 1 and initial compensation request still in progress, out of scope letter sent.

Volume of complaints (as per Tenant Satisfaction Measures (TSM) figures)

Tenant Satisfaction Measures form part of the revised system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services, with specific measures being around effective complaint handling and volume of complaints in relation to the organisations size. There are 22 Tenant Satisfaction Measures in total which include 12 Tenant Perception Measures and 10 Management Information Measures.

Each Registered Provider are required to complete the Tenant Satisfaction Measures annually and upload the data to the Regulator of Social Housing. The Council, as a registered provider, are also required to publish the result on the Councils' website, so it is accessible to tenants.

The data below summarises the Council's compliance with the Housing Ombudsman response times. These figures reflect performance in accordance with the Housing Ombudsman Code and the CCC Policy. It also compares volume of complaints by tenants versus residents, and how many respondents to the TSM Perception Survey made a complaint in the previous 12 months.

While the Council's handling of HOS Stage 1 complaints was compliant, one of the Stage 2 complaints received exceeded the HOS response times and Council timescales by one working day. For this complaint, no formal extensions were agreed.

Table 1 – Number of Housing related complaints received and compliance with response times

Complaint Stage	Total number received	Number received from Tenants	Number received from Residents	Number received from out of area	Within BDC timescales	Within HOS timescales
HOS Stage 1	102	94	7	1	102	102
HOS Stage 2	21	20	1	0	20	20

This data on number of tenant complaints is used to calculate the complaints Management Information Measures:

Management Information Measures	
CH01(1) Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	A. Total number of stage one complaints for 2023/24 – 94 B. Number of dwelling units owned at year end – 4939 $94/4939 \times 1000 = 19.03$ (19.0)
CH01(2) Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	A. Number of stage two complaints for 2023/24 – 20 B. Number of dwelling units owned at year end – 4939 $20/4939 \times 1000 = 4.04$ (4.0)

Management Information Measures	
CH02(1) Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	A. Number of stage one complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 94 B. Number of stage one complaints made by tenants during the year – 94 $94/94 \times 100 = 100\%$
CH02(2) Complaints responded to within Complaint Handling Code timescales – Proportion of stage two complaints responded to within timescale	A. Number of stage two complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 19 B. Number of stage two complaints made by tenants during the year – 20 $19/20 \times 100 = 95\%$ (95.0%)

When responding to the TSM Perception Survey, a total of 112 tenants (weighted data) indicated they had made a complaint in the last 12 months. When comparing complaint levels by stock type, the rates mirror our stock breakdown between General needs and Housing for older people.

Have you made a complaint to the Council in the last 12 months?

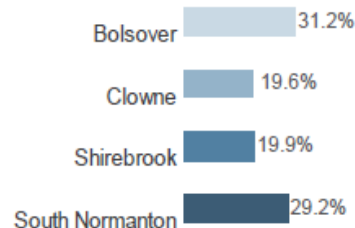
Counts	Analysis %	Respondents
Base		
Unweighted	644	100.0%
Weighted	642	100.0%
Have you made a complaint to the Council in the last 12 months?		
Yes	112	17.5%
No	530	82.5%

Respondents who made a complaint in the last 12 months by stock type



A slightly higher number of respondents in General needs housing made a complaint in the last 12 months. No complaints were received from respondents in Sheltered housing.

Respondents who made a complaint in the last 12 months by geographic area



The highest number of complaints is from respondents in Bolsover area, with the lowest number of respondents complaining in the Clowne area. Complaints levels in respondents are second highest in South Normanton area.

Satisfaction with the complaints handling process (as per TSM figures)

Counts Analysis % Respondents	
Base	
Unweighted	107 100.0%
Weighted	110 100.0%
How satisfied or dissatisfied are you with the Council's approach to complaints handling?	
Very satisfied	18 16.0%
Fairly satisfied	24 21.8%
Neither satisfied nor dissatisfied	22 20.0%
Fairly dissatisfied	25 22.4%
Very dissatisfied	22 19.7%
% Satisfied	37.8%
% Unsatisfied	42.2%

As part of the Tenant Perception Survey element of the Tenant Satisfaction Measures, respondents who had made a complaint within the last 12 months were asked to declare their level of satisfaction with the complaints handling process. As noted previously, 112 out of the 642 valid respondents had made a complaint in the last 12 months.

When adding together those that were 'very satisfied' and 'fairly satisfied' out of the 112, this represents a 37.8% satisfaction level. It should be noted that not all respondents answering 'yes' to making a complaint then answered the subsequent question on satisfaction.

This low number of complainants is reflective of the fact that traditionally the Council receives a low level of complaints.

Those indicating their satisfaction with complaints handling can also be broken down by stock type and contact centre area. Satisfaction was relatively equal across General needs housing and Housing for older people. There were no respondents in Sheltered Housing that had made a complaint in the last 12 months so satisfaction could not be analysed.

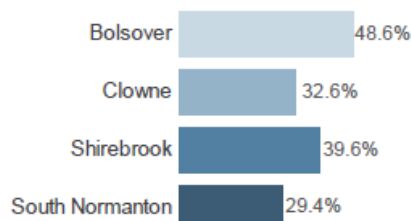
As noted in the previous charts, there were a higher number of survey respondents within the Bolsover and South Normanton areas that made a complaint, and the following charts show highest satisfaction in the Bolsover and Shirebrook areas. Tenants in South Normanton had the lowest satisfaction.

Satisfaction of respondents with the Council's approach to complaints handling by stock type



Satisfaction is broadly similar across the two stock types where respondents reported making a complaint in the last 12 months.

Satisfaction of respondents with the Council's approach to complaints handling by geographic area



Satisfaction is highest in the Bolsover area, followed by Shirebrook. Respondents in the South Normanton area are least satisfied.

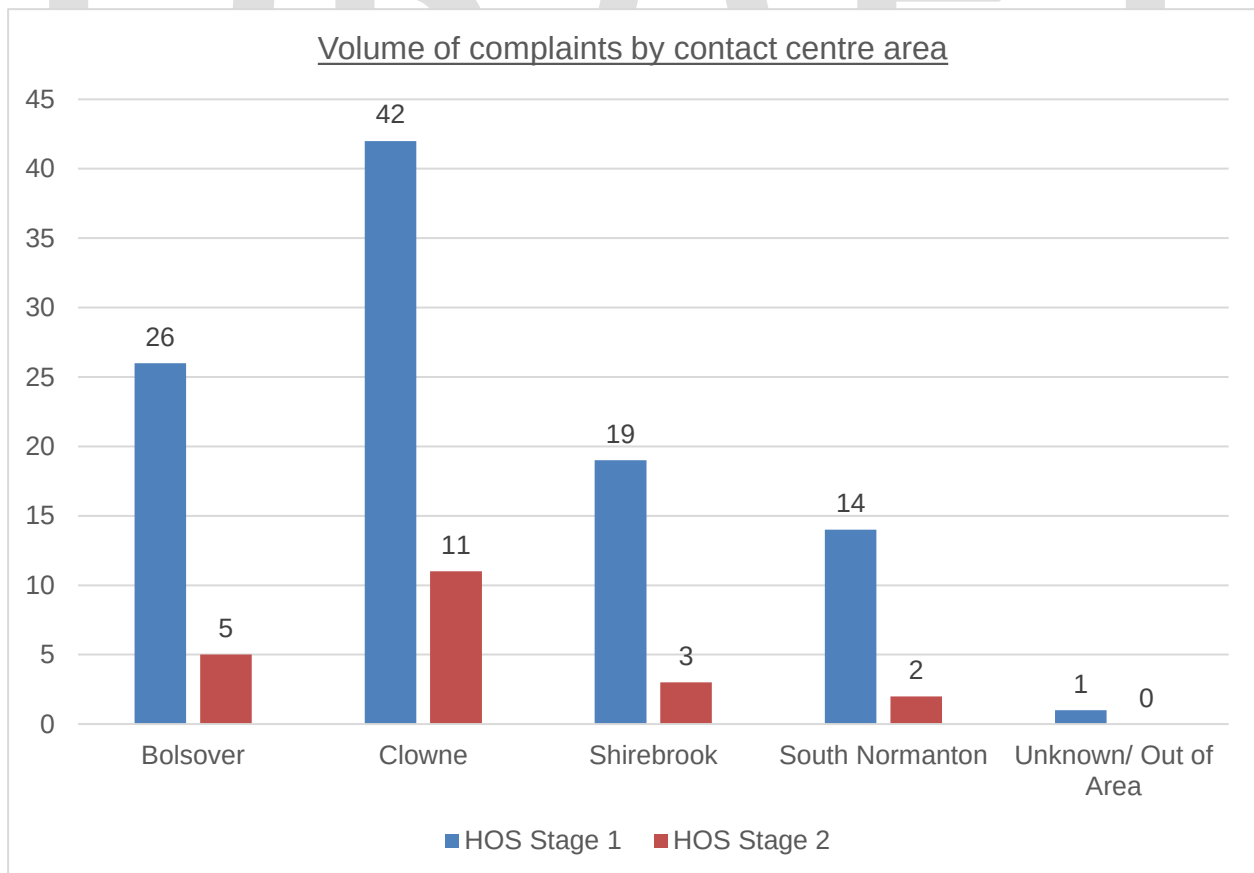
Volume of complaints by contact centre area

When analysing Customer Services data on the complaints received by contact centre area, a larger proportion in total are received from the Clowne and Bolsover areas, which matches the 2023-2024 data. This data also partially mirrors the TSM Perception Measures survey responses indicating that tenants in those areas are more likely to complain which requires further investigation into whether this is related to property types found in those areas or whether dissatisfaction can be attributed to the teams operating in those patches. According to the complaints data for 2024/25, tenants in the South Normanton area have complained the least.

In contrast as explained previously, Bolsover and South Normanton tenants complained the most according to TSM survey responses.

Table 2 – Volume of complaints received by contact centre area

Contact Centre Area	HOS Stage 1	HOS Stage 2	Total
Bolsover	26	5	31
Clowne	42	11	53
Shirebrook	19	3	22
South Normanton	14	2	16
Unknown/ Out of Area	1	0	1
Total	102	21	123



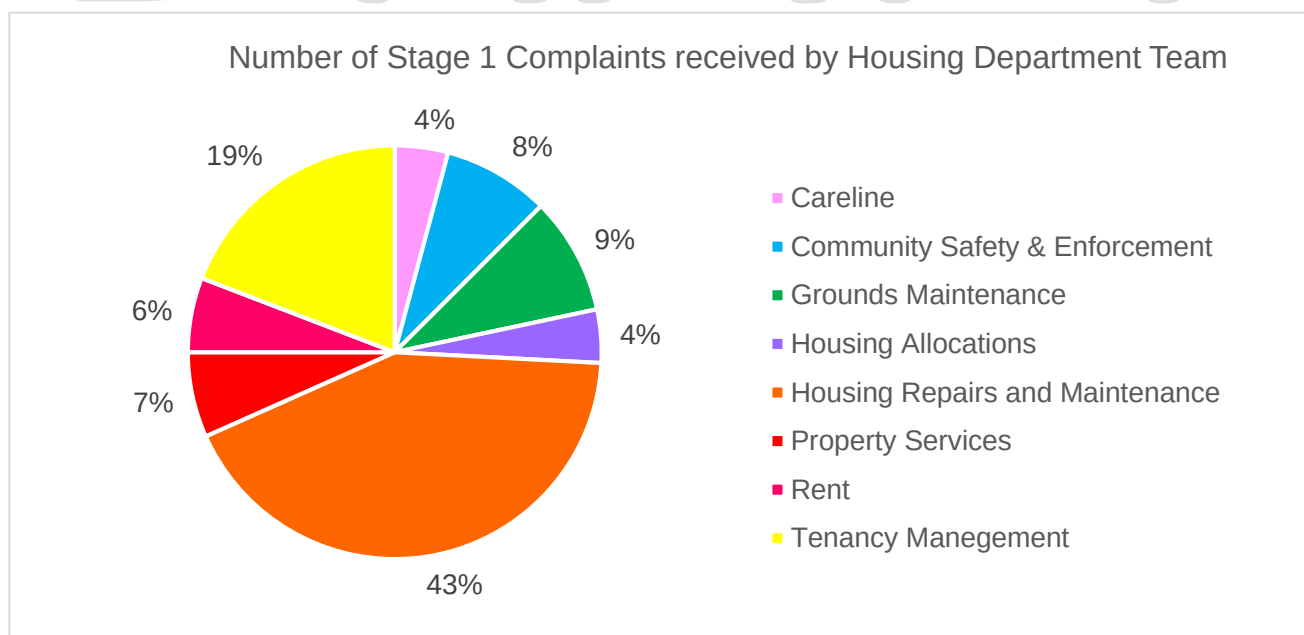
Themes and trends in the complaints received

Some customer contacts/complaints received during 2024/25 covered more than one service area; therefore, the totals below do not mirror the actual volume of contacts received. Out of 151 complaints (HOS 1 and HOS 2), 58 related to Dragonfly (Housing Repairs and Maintenance). The next most common service area was Tenancy Management (33).

Table 3 – Breakdown of customer contact by team – complaints

Team	HOS Stage 1	HOS Stage 2	Total for Team
Careline	5	1	6
Community Safety & Enforcement	10	5	15
Grounds Maintenance	11	3	14
Housing Allocations	5	0	5
Dragonfly (Housing Repairs and Maintenance)	51	7	58
Property Services	8	3	11
Rent	7	2	9
Tenancy Management	23	10	33
Total	120	31	151
Total (excluding cross cutting)	102	21	

The following chart shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing Repairs and Maintenance).



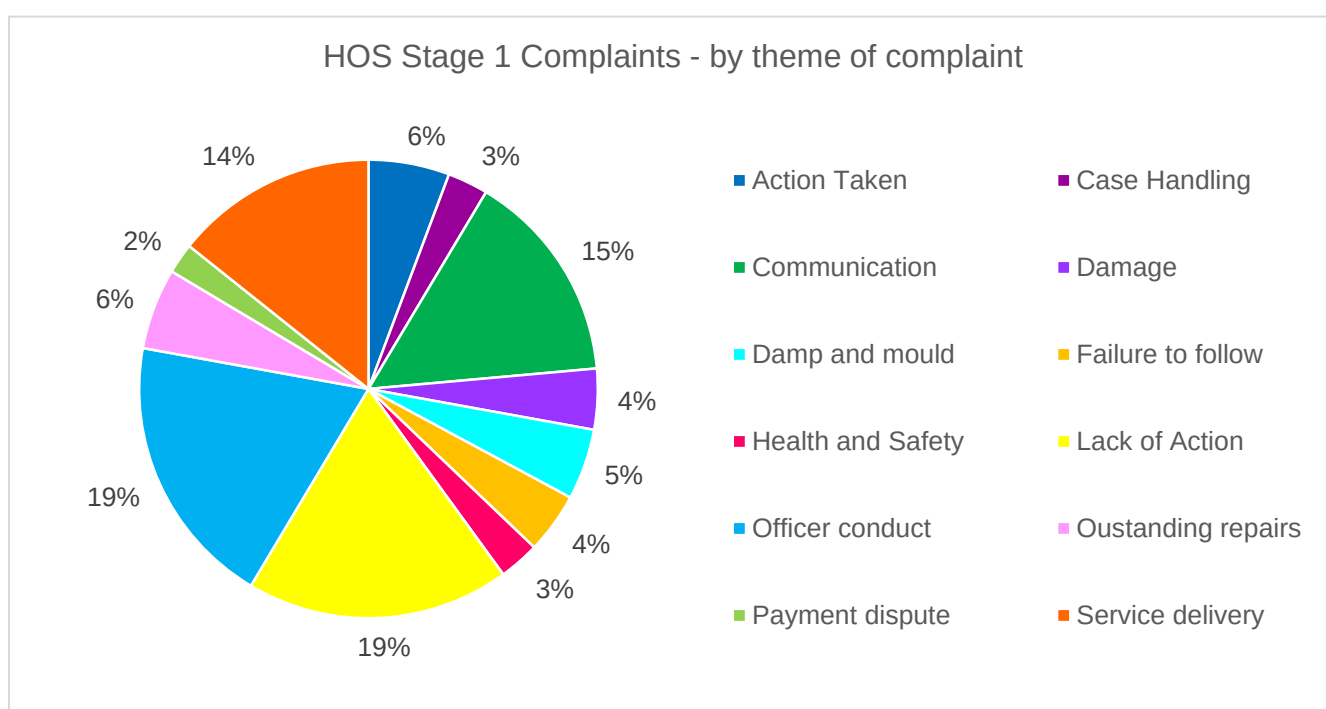
OFFICIAL

When analysing the themes of the HOS Stage 1 complaints, the most common factors were officer conduct and lack of action, followed by communication.

When data was analysed to determine which departments contributed to the theme 'officer conduct', it was found Dragonfly (Housing Repairs and Maintenance) accounted for 41% of the complaints related to 'officer conduct' and Tenancy Management accounted for 30%.

Dragonfly (Housing Repairs and Maintenance) accounted for 50% of complaints related to 'lack of action', followed by Grounds Maintenance with 23%.

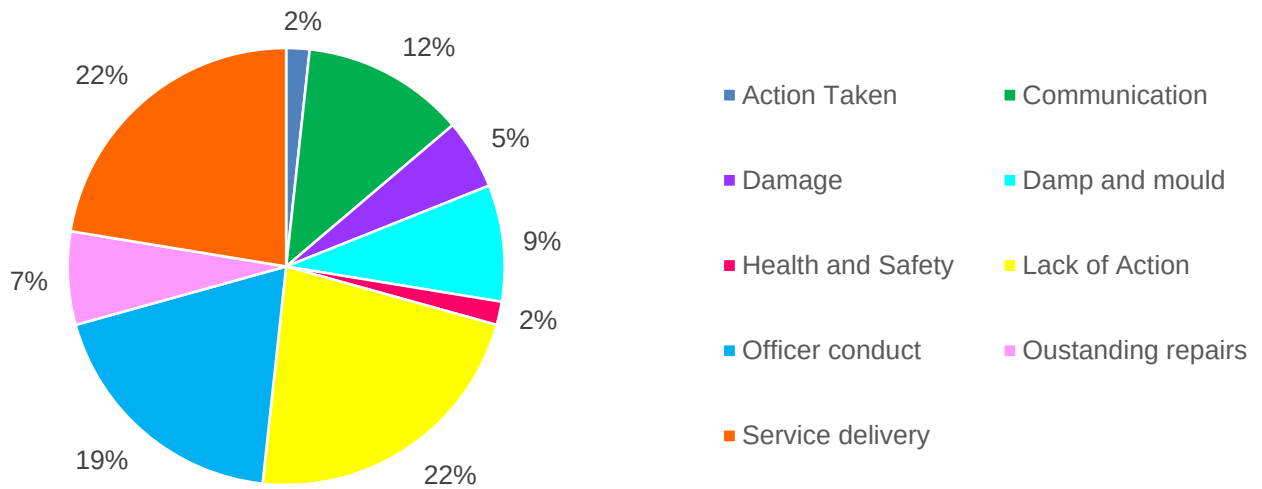
The theme 'communication' had 33% of complaints for Dragonfly (Housing Repairs and Maintenance) and 24% for Grounds Maintenance.



* Failure to follow policy/procedure/statutory obligations or rule of law

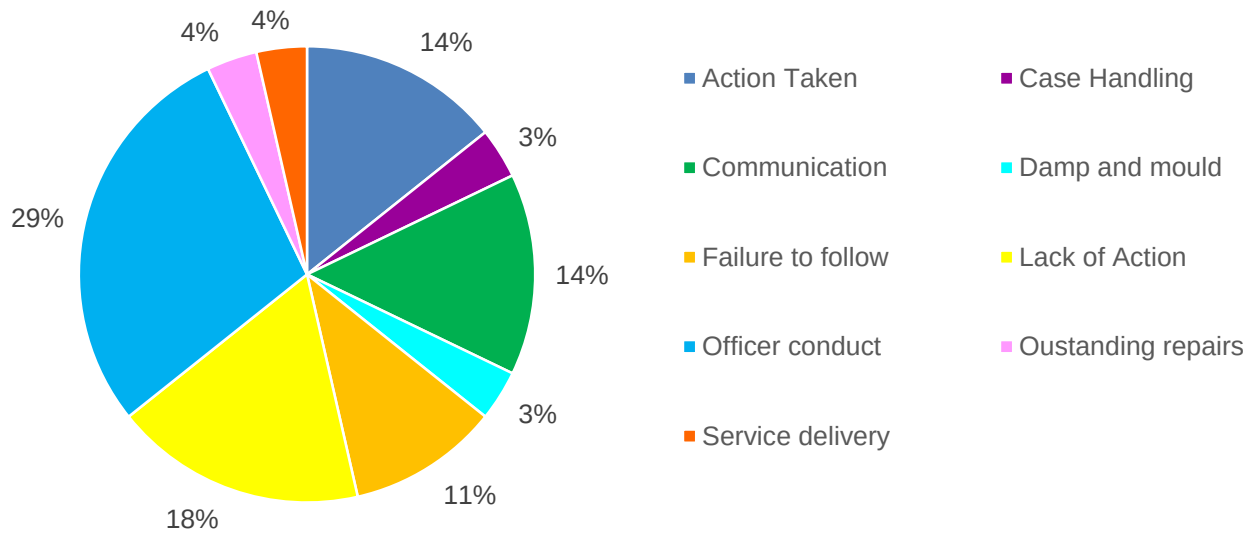
Looking at themes specifically within Dragonfly (Housing Repairs and Maintenance), 'lack of action', 'service delivery' and 'officer conduct' were the top three. The category 'service delivery' included issues such as standard of repairs, poor preparation, inefficiency, failure to investigate/complete and missed services.

HOS Stage 1 Dragonfly (Housing Repairs and Maintenance) complaints by theme



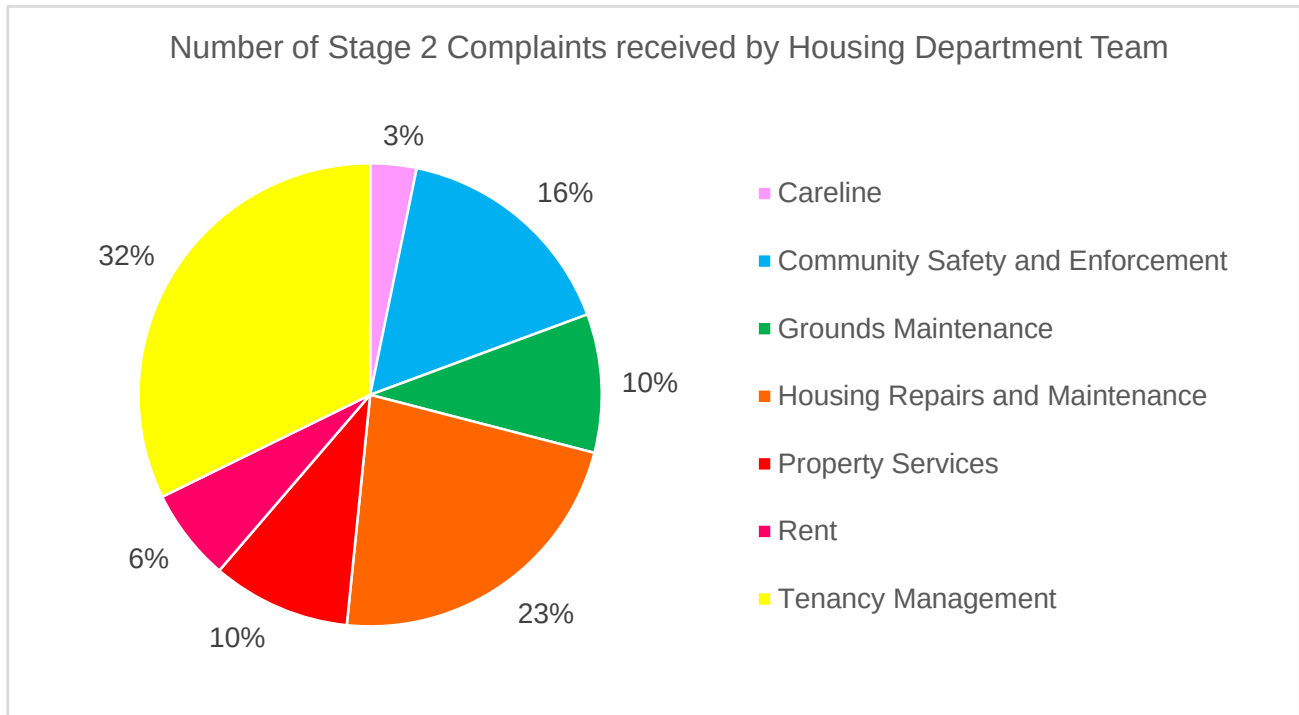
Finally, when analysing the themes within Tenancy Management 'officer conduct' was the highest, followed by 'lack of action', then both 'communication' and 'action taken'.

HOS Stage 1 Tenancy Management complaints by theme



For the complaints received at HOS Stage 2, (as outlined in Table 3), the largest proportion related to Tenancy, followed by Dragonfly (Housing Repairs and Maintenance).

Unfortunately, there were no clear themes that could be drawn when analysing this data.



Volume of compliments, comments and M.P. enquiries

The following charts show the volume of compliments, comments and M.P. enquires received by team. For compliments and comments the largest proportion related to Dragonfly (Housing Repairs and Maintenance). For compliments Housing Allocations and Housing Options came next. However, for M.P. enquiries the majority related to Tenancy Management.

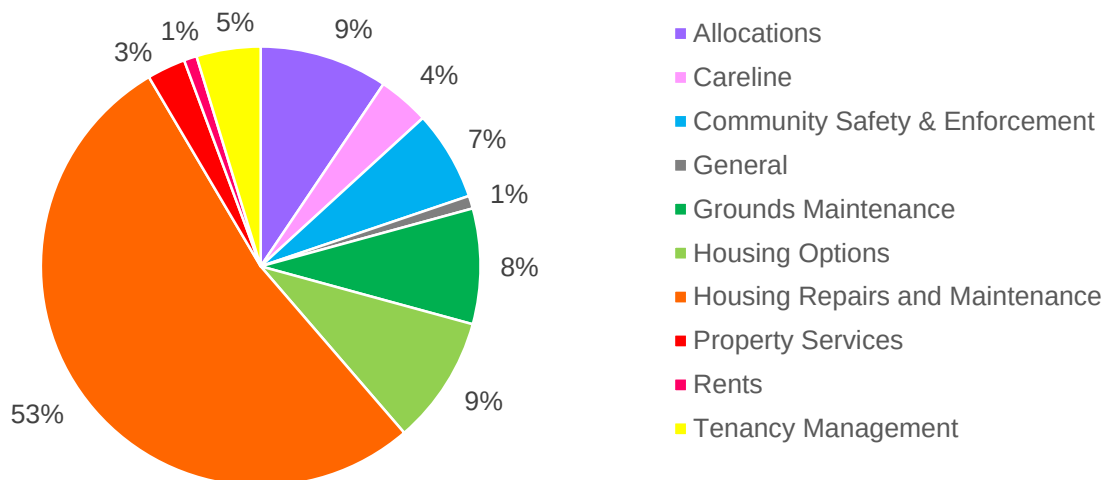
Table 4 – Breakdown of customer contact by team – compliments, comments and M.P. enquiries

Team	Compliments	Comments	M.P. enquiries	Total for Team
Careline*	4	0	0	4
Community Safety and Enforcement	7	0	1	8
Dragonfly (Housing Repairs and Maintenance)	56	7	2	65
Estate Management	0	1	0	1
General	1	0	1	2
Grounds Maintenance	9	0	1	10
Housing Allocations*	10	0	0	10
Housing Options*	10	0	0	10
Property Services	3	0	0	3
Rent	1	0	1	2
Tenancy Management	5	1	5	11
Total	106	9	11	126
Total (excluding cross cutting)	94	9	7	

*From existing tenants

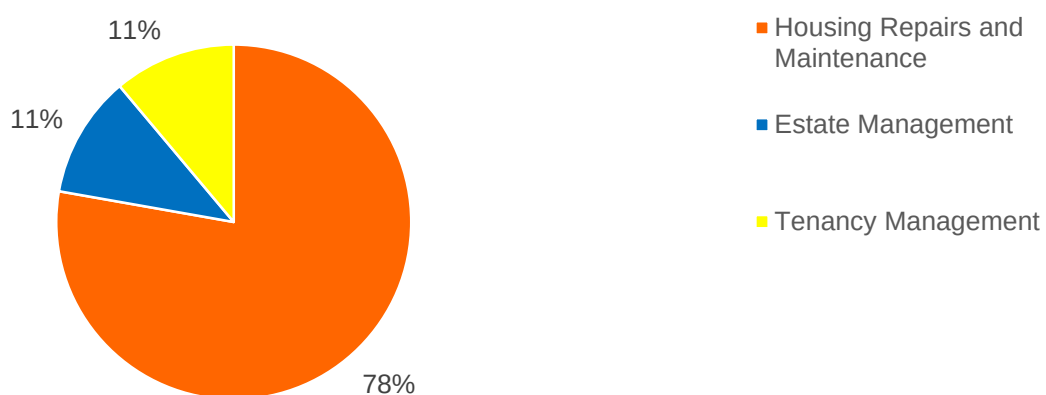
It is useful to note whilst Dragonfly (Housing Repairs and Maintenance) features heavily as a core reason for complaint, this data shows that a tenant's personal experience of the service by the team influences their bias in response to the Council. There are clearly positives to be taken from the service delivered as well as areas for improvement.

Number of Compliments received by Housing Department Team

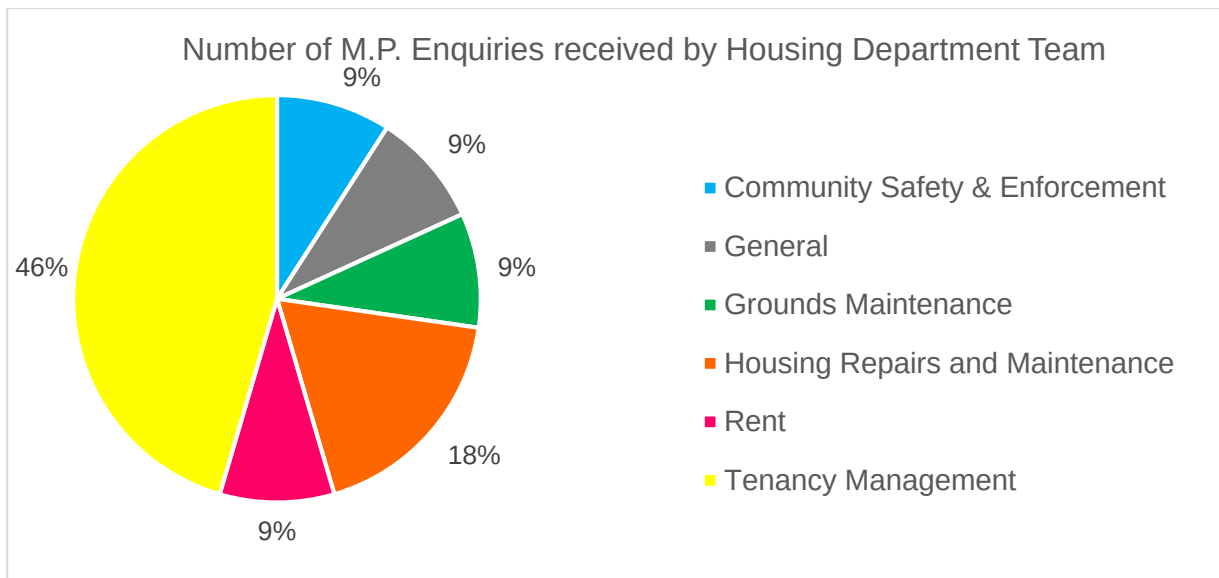


The Council received a limited number of comments from tenants during 2024/25, but most related to Dragonfly (Housing Repairs and Maintenance), most relating to poor communication and all were passed back to the teams for further action where required.

Number of Comments received by Housing Department Team



The following chart shows volume of M.P. enquires by team. When analysing the M.P. enquiries received during 2024/25, the highest number related to Tenancy Management.



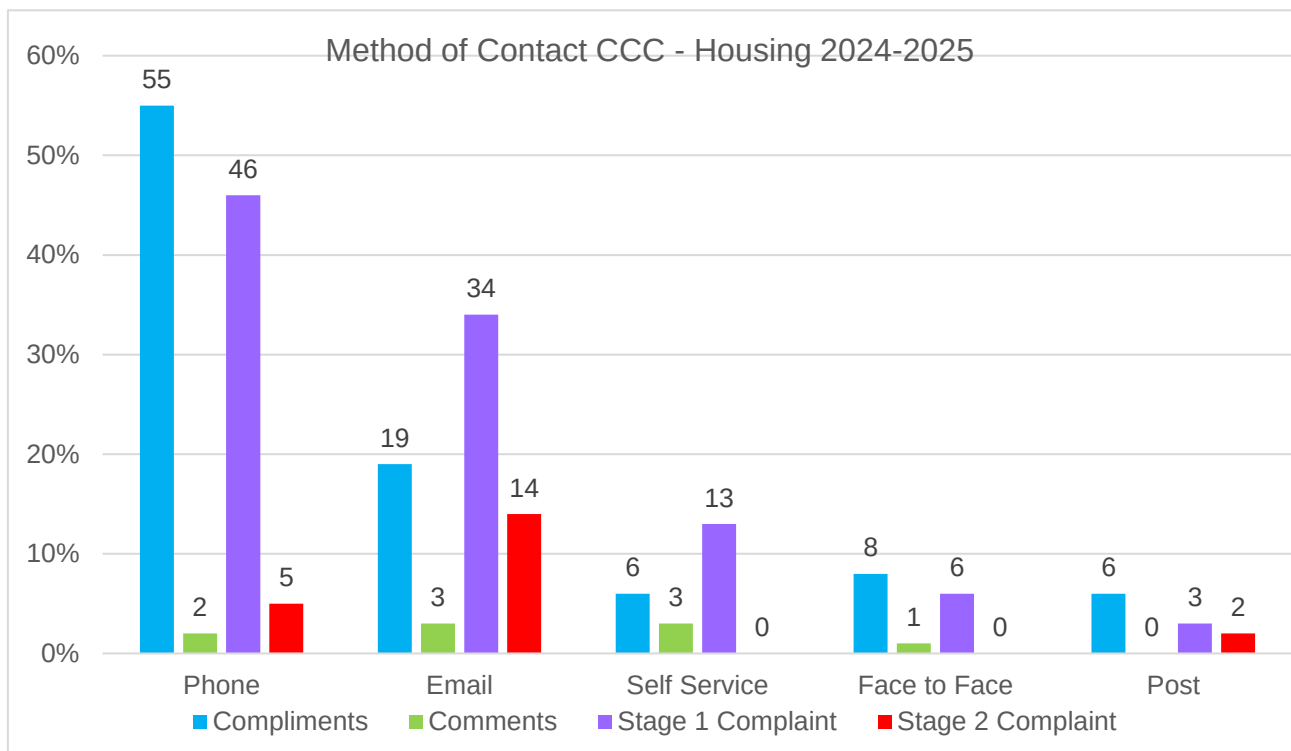
Method of contact

When analysing how tenants contact the Council to pass on a compliment or make a complaint, most compliments and stage 1 complaints were via telephone followed by email, but

Analysis of method of contact over the last year has shown a shift to use of telephone or email over the more long-standing use of post/letter.

It is worth noting that M.P. Enquiries have not been reported on in the below graph as all M.P. Enquiries are sent via email.

The Council have had a significant move towards increasing digital transactions and made several changes to the self-serve functions on the Council website, so it is encouraging to see tenants choosing to use this method of contact.



Benchmark data

Comparison in volume of complaints received – 2023/2024

When comparing changes in local complaints data, during 2023/24, the Council's CCC Policy had a 3-stage procedure:

- Stage One Informal – 3 working days
- Stage Two Formal – 15 working days
- Stage Three Internal Reviews – 20 working days

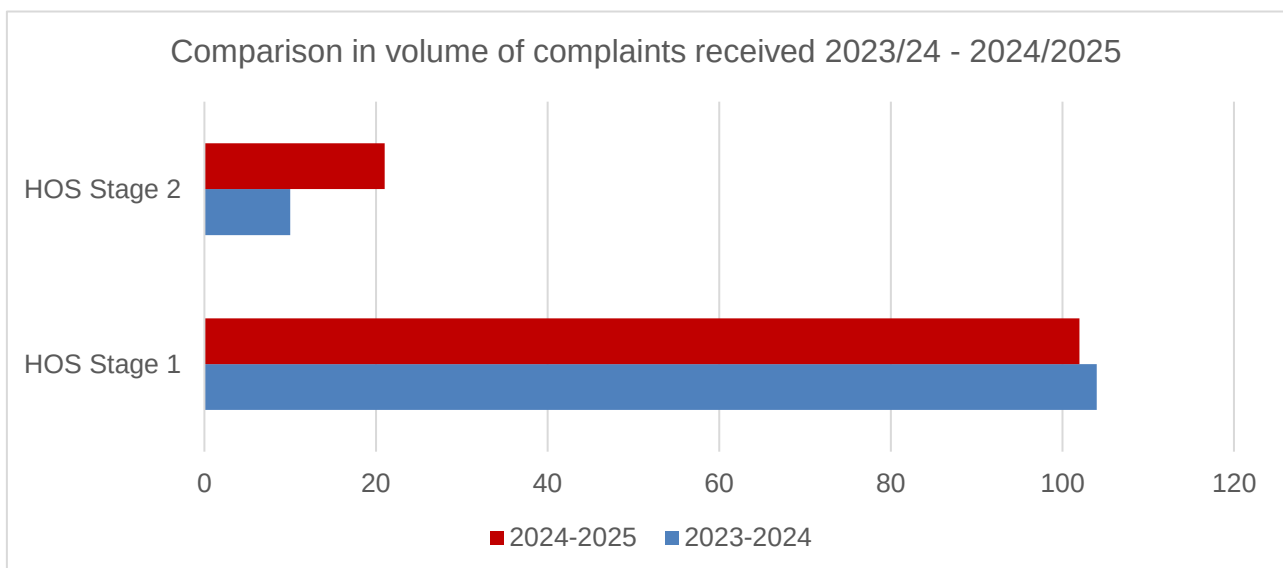
For the purpose of this report, reference to HOS Stage 1 complaints for 2023-2024 consists of the Informal and Formal stages. Consequently, a direct comparison with 2023/24 is not possible. Data is crosscutting between departments/teams and therefore one complaint may be attributed to multiple areas (e.g. both Dragonfly Housing Repairs and Maintenance and Housing Management and Enforcement).

In 2023/2024 there were 60 Stage 1 Informal complaints made. 45 of these were related to Dragonfly (Housing Repairs and Maintenance) and 15 were categorised as Housing Management and Enforcement. For Stage 2 Formal complaints in 2023/2024 there were 44. 17 of these were related to Dragonfly (Housing Repairs and Maintenance) and 32 were categorised as Housing Management and Enforcement.

Both Stage 1 informal and Stage 2 formal complaints (60 and 44 respectively) were used to calculate the HOS Stage 1 figure for 2023-2024 of 104.

There were 10 Stage 3 Internal Review complaints in 2023/2024. 1 of these was related to Dragonfly (Housing Repairs and Maintenance). The other 9 were categorised as Housing Management and Enforcement.

In comparison to the 2024/2025 data HOS Stage 1 figures have decreased from 104 to 102. However, HOS Stage 2 complaints have increased twofold from 10 to 21. This could be attributed to the new complaints policy following the new complaint handling code as of April 2024. The Council believe the updated policy has made complaints more accessible and clearer for customers meaning they may have understood the escalation process more clearly. It could also be a result of the removal of informal complaints and the system changing from a 3 stage to a 2 stage process.



Comparison with national trends on themes for complaint

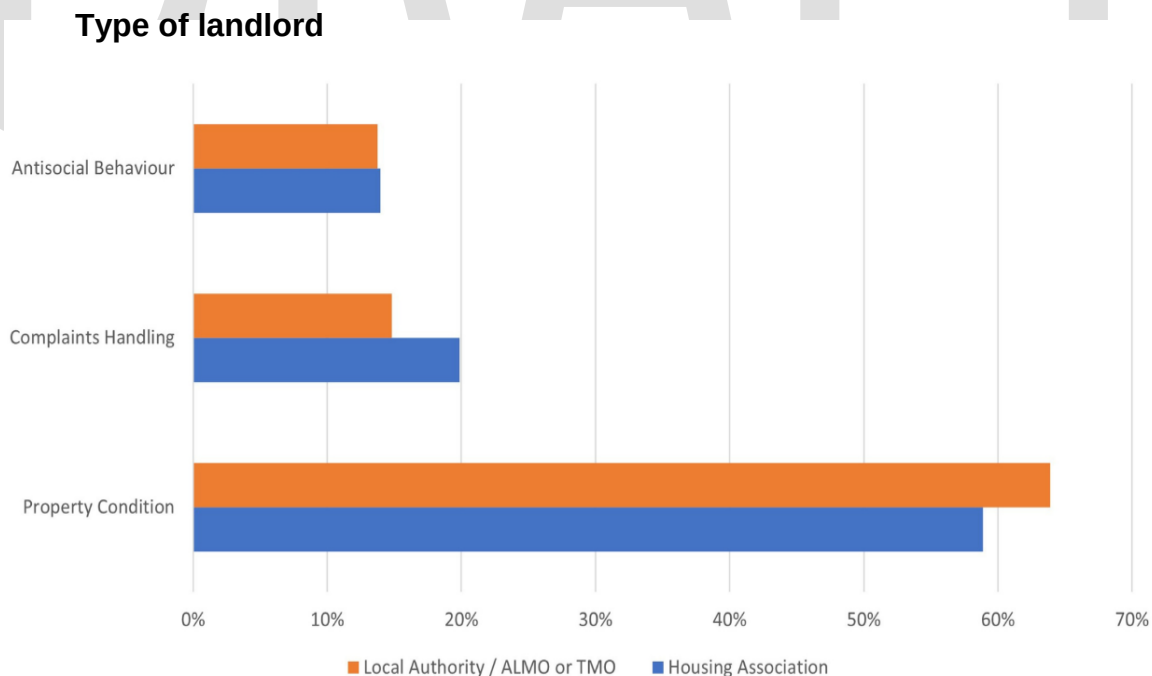
A HOS Spotlight report on repairs and maintenance (repairing trust) from May 2025 reported that following complaints analysis, repairs and maintenance complaints account for 45% of casework data in 2024-2025. This aligns with the Council's 2024-2025 data which showed that Dragonfly (Housing Repairs and Maintenance) accounted for 43% of complaints.

In addition to this, the HOS reported an unprecedented rise in complaints with a 474% increase in complaints regarding substandard living conditions since 2019/20. However, the Council have seen a small decrease of Dragonfly (Housing Repairs and Maintenance) complaints in 2024-2025 since 2023-2024 (58 and 62 respectively), although this has increased since 2022/2023, but only by a small amount (51). As the Council are not seeing such a significant increase, we feel our housing stock is in good condition which is reflected by our Decent Homes return and TSM satisfaction statistics.

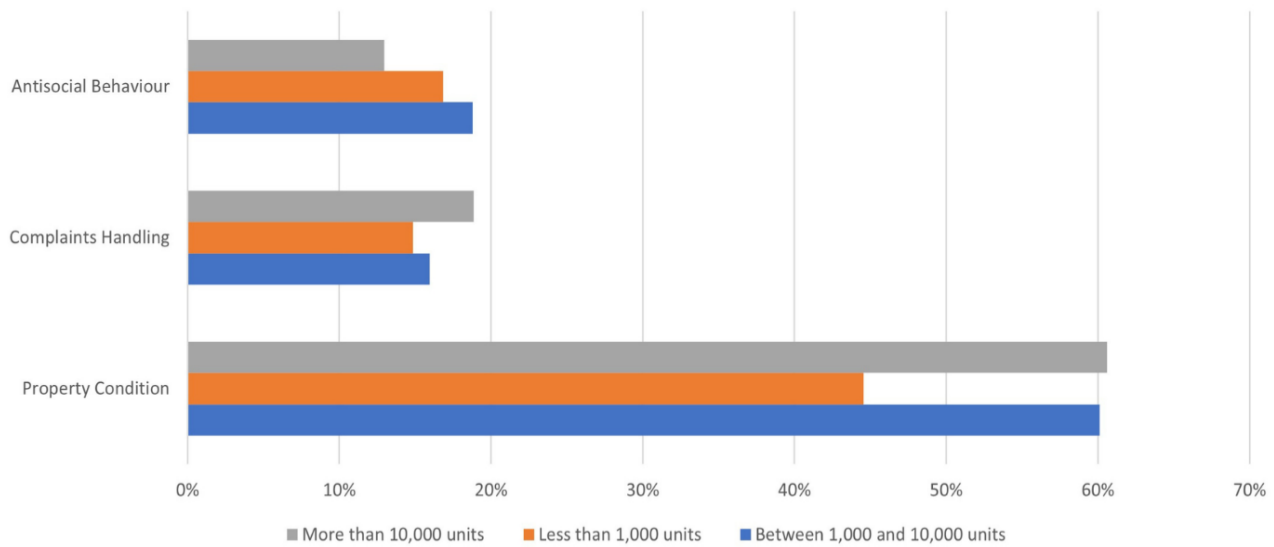
(HOS, (May 2025), Spotlight report on repairs and maintenance – repairing trust, p, 3 & 10)

Comparison with national trends in reasons for complaints 2024/25

At the time of producing this report, the HOS have not yet published their analysis of Q4 2024/25 data. However, when looking at their analysis at Q3 2024/25 and previous quarters for the year, by landlord type and size of landlord, 'property condition' was the top category of complaint they received. This indicates that the reasons for tenants complaining is comparable with the national picture.



Size of landlord



*Note: The Council have between 1,000 and 10,000 units

Q3 Quarterly Data 2024-25 | Housing Ombudsman

Findings of non-compliance

In 2024/25, all complaints were categorised as HOS Stage 1 were responded to within the Housing Ombudsman timescales of 10 working days.

1 HOS Stage 2 complaint was responded to outside of Housing Ombudsman timescales of 20 working days. This complaint was answered 1 working day later than timescales (21 working days). Unfortunately, this was due to an administrative error from the Complaints team. An email was not sent prior as the issue was only realised the next working day when the response was sent immediately, the Council did acknowledge and apologise to the customer that the response was one working day late.

All complaints which are out of the Housing Ombudsman timescales are documented and investigated to determine explanations and if any service improvements can be derived from the issue.

Complaint Stage	Number received	Within BDC timescales	Within HOS timescales
HOS Stage 1	102	102	102
HOS Stage 2	21	20	20

Service Improvements

General Improvements 2024/25

- 1) The Council record departments by their individual teams, this is useful when analysing data themes to identify trends within teams and make improvements. Although 'method of contact' data was gathered previously, this was not analysed to determine if there is a preferred method or any accessibility issues. This information is fed back to Council tenants quarterly in reporting at the Housing Liaison Board and with Councillors at the Customer Services Scrutiny Committees. These meeting reports and minutes are published on the Councils website which will ensure customers are kept informed.
- 2) The Complaints Officer attends the biannual service review meetings to discuss complaint data, themes and any potential services improvements. This is to identify any service improvements that have been implemented which may have not been identified when recording the complaint or as a result of a trend in complaints.
- 3) From April 2024, all tenants have been informed of the complaints process as part of the property sign-up process and new tenancy visits and given advice on how to contact the Council should they wish to make a complaint. This is due to the revised consumer standards that became operational as of 1 April 2024 where the Council are required to ensure under the Transparency, Influence and Accountability Standard that officers are addressing complaints fairly, effectively and promptly to build trust with the Council's tenants. The Council also endeavors to ensure that regular updates are provided to the tenant throughout the complaints process, so they are aware of steps to be taken by the Council and clear timescales.
- 4) Since 1st April 2024 the Council has kept a formal record of all complaints refused, including an explanation which reflects the CCC Policy. This helps to track all contact with the Council Council's including where a complaint is redirected elsewhere under the outside the scope of the CCC Policy.
- 5) This report and Housing Liaison Board Reports have been adapted for the removal of Housing options, addition of Grounds Maintenance, removal of allocations, careline and community safety if not tenancy related, to ensure these reports remain focused on tenancy related data.
- 6) In January 2025, a newly appointed Complaints Administrator joined the Complaints team. This was to allow the Customer Standards and Complaints Officer to focus service improvements by additional time spent on analysing and identifying themes within complaints. The division of work improves efficiency for both Officers which in turn increases the quality of work which can be produced.
- 7) In 2025, the Customer Services, Standards and Complaints Manager drafted and released a new Unreasonable Behaviour Policy. Previously unreasonable behaviour, including vexatious and habitual complaints were included within the CCC Policy. A dedicated policy allows the topic to be addressed in greater detail with precision and enhances compliance. Accessibility has also increased as it is easier and quicker to find upon consultation.

- 8) Additional meetings with the M.P.'s Office were undertaken to ensure Caseworkers were appropriately updated with the changes to the CCC Policy to follow the Housing Ombudsman Statutory Code. They were provided with a copy of the CCC Policy and an explanation of the stages of a complaint so their constituents can be appropriately informed. In addition to this, further discussions were held with the M.P., to highlight the scope of the Council's complaints policy. As a result, the M.P.'s office has created email and letter templates to accurately signpost customers.
- 9) The Council record additional demographics for analysis of complaints. Including whether a customer is a tenant, resident or out of area / unknown. Not only does this help to identify patterns and trends within the data, it can also highlight systematic problems or barriers to complaints. This data can then be used to establish service improvements.
- 10) In February 2025, all tenants were written to, to advise them of the annual rent change. Based on feedback from the 2024 letter, we have updated the content of the letter sent to make it clear how the rent is formed, e.g. where there are support charges added. This significantly reduced the number of enquiries we received after these letters were issued.

Service Related Improvements 2024/25

- 1) The gas safety check letter has been amended to advise that both gas and electric will need to be switched on and the electrical safety check letter has been amended to advise the electric will need to be switched off for a short period.
- 2) Reviewing procedure so that tenants' expectations are set regarding defect periods following major works / new builds.
- 3) A shrub bed has been added onto the Council's grounds maintenance list.
- 4) Implemented a fully automated system for the fire alarms and CO2 detector dates to prevent alarms going out of date.
- 5) Central Control have asked the Officer to call the Manager if any similar issues arise.
- 6) The Council's Contractor is to implement a measure to inform the Council if the contracted hours cannot be met.
- 7) In the future, the Support Officer has been advised to contact 111 to seek further advice to reassure service users of the decisions being made, if it is felt that a 999 call is not necessary.
- 8) Ensure that the Contractor uses base sheets in the future.
- 9) Updated the tenancy sign up script for transfer of assisted gardening services as was not integrating properly to Grounds Maintenance Staff on the back-office system.
- 10) The Repairs Operative is to be reminded of the Customer Service Standards.

- 11) The Repairs system has been updated to ensure that all jobs are locked to a date and the specific Operative.
- 12) The Repairs team must double check the appliance type for properties to ensure the correct Operatives and tools are taken to jobs.
- 13) Job tickets will be presented to the Contact Centre when the Grounds Maintenance team updates the case notes which allow Customer Advisors to contact the customer with updates. This may be in cases where the Department has not been able to make contact, passed to another authority, work has been assigned, or a customer has requested information.
- 14) The Gas Engineer has been spoken with regarding the importance of informing the Office of any further work required.
- 15) Repairs Operative in question will be given further training procedures and expectations for customer services and working practices.
- 16) If the Council does any Stock Condition Surveys again or anything similar, the Council will ensure an established way of sharing data at the beginning of contracts.
- 17) Decision to provide all properties whose outbuildings are due to be demolished with replacement storage.
- 18) The Grounds Maintenance team will receive additional training to ensure the quality of the service, including how tasks are managed, improved communication, that all items are handled with care, and all properties are treated with respect.
- 19) Repairs Team have changed their working practices and external follow-on works will now be contacted and receive an appointment date.
- 20) All Housing Officers have been reminded that a tenant should be alerted to their presence at a property.

Forward Improvements 2025/26

- 1) Locality Groups – Tenants specifically asked for a focussed discussion on complaints. Designed interactive and informative session to encourage tenants to report. It is hoped the sessions will increase accessibility and transparency with the Council, so tenants know what we do with complaints etc. The sessions will also give us an opportunity to assess tenants experience and make service improvements, including understanding and removing barriers which tenants may experience when reporting complaints.
- 2) In 2025/2026 the Council is looking to convert all corporate training to online. As a result, the training will be adapted to ensure a clear and concise format which conveys relevant aspects of the Housing Ombudsman Code.
- 3) Data collecting reports have been improved to ensure advanced data analysis. The Council is also considering altering the complaints system for further accurate data processing.

- 4) The Council will add the Council's compliments, comments and comments online page as the landing page for all Housing related surveys.
- 5) Appointment of Housing Performance Manager – the post will include a focus on complaints analysis to identify additional service improvements.

Tenant scrutiny of complaints

The Council now include complaints reports as part of the Housing Liaison Board meetings. This group is the most strategic tenant consultative group and consists of an equal mix of tenants, Councillors and officers.

Tenants were consulted in March 2024 as to potential future report formats and reviewed the information currently presented to Councillors via Customer Services Scrutiny Committee. Tenants were happy with the format and understand that the report will be specific to Housing related complaints rather than all services across the Council.

Tenants use the data presented to assess any trends related to service areas/teams, any changes in volume, identify areas that need to be consider by the Challenge and Change Group (tenant scrutiny group), and compliance/non-compliance with response times.

A further focused complaint report has also been developed during 2024/25 specifically on repairs and maintenance, which is presented to the tenant Repairs Action Network Team (RANT). This tenant group has an operational focus and meets quarterly with senior repairs officers to review service performance.

Housing Ombudsman Service (HOS) reports to landlord

The HOS only investigated 1 complaint for Bolsover District Council during 2024/25 regarding a noise complaint. The Ombudsman found that there was no maladministration by the landlord on its handling of reports of noise nuisance.

The HOS only create individual reports for landlords with five or more findings of maladministration to ensure meaningful interpretation can be achieved.

While the HOS are yet to publish their Annual Complaints Review 2024/25, officers are not aware of any other cases outstanding by the HOS during 2024/25.

The latest HOS Annual Complaints Review was published in 2023/24. Bolsover District Council did not have an individual report therefore the HOS did not make a formal determination for us in 2023-2024.

Appendix A: Self-assessment form

This self-assessment form has been completed by the complaints and housing management services teams, and has been reviewed and approved by the landlord's governing body (Executive) and Bolsover Tenants Challenge and Change Group (tenant scrutiny).

The Council have published this self-assessment as both a standalone document and as part of the annual complaints performance and service improvement report on the website, with hard copies available in each contact centre.

Section 1: Definition of a complaint

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1, page 6 and page 9. Policy uploaded to website. Within 'Compliments, Comments and Complaints' page of the Council's website. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4. Complaints Corporate Training (slide 20) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 3.2, page 6. CIS (customer information system) scripts updated to reflect Compliments, Comments and Complaints Policy changes. Third party authorisation form is provided upon request and if sent out to any resident who submits a complaint which needs consent. The Council allow 3rd party complaints and complaints from the local MP. Cllrs and the MP were updated with Compliments, Comments and Complaints Policy and changes in April 2024.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1, page 6. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4. Training has been delivered to all assistant Directors and Heads of service. They have cascaded this to staff which includes a detailed explanation as to the difference between a Service request and a complaint. Recording of training available on staff portal. Complaints Corporate Training (slide 19) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3 and 20.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2, page 6. Real Time Satisfaction Survey landing page is Compliments, Comments and Complaints website page, also references self-service link for reporting Compliments, Comments and Complaints within satisfaction question. Link to the Council's complaints page will be added all housing related surveys.

Section 2: Exclusions

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6 and section 5, page 7.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • 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. Matters that have previously been considered under the complaints policy.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6. Out of scope templates

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 6.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6. Out of scope templates
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.

Section 3: Accessibility and Awareness

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6. Multiple channels – letter, email, face to face, via staff. Complaints leaflet and form Policy includes Equality Act 2010 and catering for individual needs. A full Equality Impact Assessment has been published to support the updated policy.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6, section 5.4, page 18 and section 7.5, page 23. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6. Recording of training available on staff portal.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.1 and 1.5, page 5 Performance reporting monitored by Scrutiny, and Executive. Service Review meetings are held annually and biannually depending on the service are requirements, Corporate Complaints and Customer Service Standards have been introduced as an agenda item to discuss Compliments, Comments and Complaints outcomes and trends, volumes and type, information will be shared, and service areas will be required to provide any updates to recurring complaints and evidence any improvements. In addition, any Complaints that also result in a Compliment will be recorded. Through the training for Compliments, Comments and Complaints / Customer Service Standards the message is to not view a complaint a negative but as a mechanism for learning.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website in an accessible format, information leaflets have been reviewed to incorporate the Policy changes and timeframes.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.2, page 18, section 4.12 - 4.24, page 15-16, section 4.25 – 4.27 page 17.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2, page 6. Third party authorisation form includes section for complaints. Form provided on request or if a complaint is received that requires third party the form is sent with instructions. The Council allow 3rd party complaints and complaints from the local MP.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website and staff portal in an accessible format Complaints leaflet updated in April 2024 to include Ombudsman details. Housing Ombudsman Service poster in Contact Centres. Tenant Locality Event Groups delivered in July 2025 – slide 10 - 13. Will include a section regarding the Ombudsman in issues of Bolsover Homes (Tenant Magazine) going forward. Included within Stage Two response template.

Section 4: Complaint Handling Staff

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Customer Service, Standards and Complaints Manager Customer Standards and Complaints Officer. Employment of a Complaints Administrator in January 2025 to maintain effective complaint handling. These officers present Complaints handling and performance monitoring reports to Customer Services Scrutiny Committee.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	CCCAadmin@bolsover.gov.uk Complaints are a key priority for the authority, emails come from a designated Compliments, Comments and Complaints Admin email address. Customers can make a complaint via a number of channels which are also forwarded directly to the 'CCCAAdmin' email inbox for the attn of the Customer Standards and Complaints Officer. Updates to portfolio holder monthly.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important core service and must be resourced to handle complaints effectively that complaints are seen as a	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-19. Customer Service, Standards and Complaints Manager and the Customer Standards and Complaints Officer attend relevant Ombudsman training. Employment of a Complaints Administrator in January 2025 to maintain effective complaint handling. Service reviews meetings held with the key service areas monthly, biannually or annually depending on service needs agenda to include Customer Service Standards and Complaints. Customer Standards and Complaints Officer to update re performance and services areas to update re improvements to service delivery following comment or complaint.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. 'Informal' stages removed in April 2024 when new Policy was implemented to comply with HOS Code.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 (2 stage process only) section 4.9, page 11.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	These are carried out in accordance with the 2- stage process as set out in the policy. All complaints administered and responses provided by the Complaints team. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6. Compliments, Comments and Complaints Policy shared with third party organisations and also available on website. All complaints administered and responses provided by the Complaints team.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9, page 11. Included within the Stage 1 and Stage 2 complaint acknowledgement templates.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9, page 11. Included within the Stage 1 and Stage 2 acknowledgement templates.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, section 1, page 5 and 4.7, page 9. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5 page 7.
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6-7. Complaints Leaflet includes access for all statement. The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Excel Spreadsheets with all complaint data. Complaints system keeps a record. Folders within a dedicated drive on the system where all correspondence is saved. Bespoke admin system for recording all stages of Complaints and monitoring response timeframes, templates embedded within system and golden thread of hierarchy for responding to complaints dependent on level. 3-year data retention for all records.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-14.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers section 1.2, 1.4 and 1.5, page 5. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 7.

Section 6: Complaints Stages

Stage 1

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11-13. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 8.4 - 8.7, page 14-18.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6 page 9.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Stage 1 Out of Timescale Templates created
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13. Updates are logged within an Excel document and are monitored to provide regular updates to the customer.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Stage 1 and Stage 2 templates Acknowledgement and Response Templates. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13-15. This is included as standard in all Stage 1 responses.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Stage 2 Out of Timescale Templates created
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13 and section 4.11, page 14. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Stage 1 and Stage 2 templates Acknowledgement and Response Templates. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13. This is included as standard in all Stage 2 responses.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12-13. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

Section 7: Putting things right

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-15. Complaint Investigation Template Part C
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
65 8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: - the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. - a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; - any findings of non-compliance with this Code by the Ombudsman; - the service improvements made as a result of the learning from complaints; - any annual report about the landlord's performance from the Ombudsman; and - any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.5, page 18-19. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8. Performance reporting quarterly to the Customer Services Scrutiny. CCC Summary (Excel spreadsheet) of all complaints including those not accepted. Quarterly report analysis for Housing & Repair complaints reported to the Housing Liaison Board (a Cllr and Tenant meeting). Annual Performance report and Ombudsman decisions presented Scrutiny and Executive. Biannual Service Review Meetings for Complaints to discuss service improvements. You said, we did poster (lists service improvements).

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	The Assessment 24 - 25 was presented for comments at Housing Liaison Board on 29 th July 2025, will be presented to the Customer Services Scrutiny meeting on 19 th August 2025 and Executive on 8 th September June.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	The Council will fully comply with this requirement.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	The Council would fully comply with any request.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	The Council will fully comply with this requirement.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11, section 5 page 17-18.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.5, page 5 and section 5, page 17-18. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8. Tenant Complaint Locality Events – slide 14 and 15. You said, we did service improvement posters Complaint Investigation Template – Part D Biannual Service Reviews – Complaints/Service Improvements on the agenda Presented at Customer services scrutiny quarterly, trends analysed.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Updates in the In Touch & Tenants Magazine, Updates on the websites reports and Self Assessments, Performance posters. Tenant Complaint Locality Events – slide 3. You said, we did service improvement posters Complaint data analysis presented and discussed in the Housing Liaison Board meetings quarterly.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Customer Service, Standards and Complaints Manager. Presented at Customer Services Scrutiny quarterly, trends analysed. From April 24 complaint data analysis has also been presented and discussed in the Housing Liaison Board meetings quarterly.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23 Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18. Performance reporting quarterly to the Customer Services Scrutiny. Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18. Mandatory training for all new employees.

Appendix A: Self-assessment form

This self-assessment form has been completed by the complaints and housing management services teams, and has been reviewed and approved by the landlord’s governing body (Executive) and Bolsover Tenants Challenge and Change Group (tenant scrutiny).

The Council have published this self-assessment as both a standalone document and as part of the annual complaints performance and service improvement report on the website, with hard copies available in each contact centre.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1, page 6 and page 9. Policy uploaded to website. Within ‘Compliments, Comments and Complaints’ page of the Council’s website. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4. Complaints Corporate Training (slide 20) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 3.2, page 6. CIS (customer information system) scripts updated to reflect Compliments, Comments and Complaints Policy changes. Third party authorisation form is provided upon request and if sent out to any resident who submits a complaint which needs consent. The Council allow 3rd party complaints and complaints from the local MP. Cllrs and the MP were updated with Compliments, Comments and Complaints Policy and changes in April 2024.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1, page 6. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4. Training has been delivered to all assistant Directors and Heads of service. They have cascaded this to staff which includes a detailed explanation as to the difference between a Service request and a complaint.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			Recording of training available on staff portal. Complaints Corporate Training (slide 19) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3 and 20.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2, page 6. Real Time Satisfaction Survey landing page is Compliments, Comments and Complaints website page, also references self-service link for reporting Compliments, Comments and Complaints within satisfaction question. Link to the Council's complaints page will be added all housing related surveys.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6 and section 5, page 7.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • 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. • Matters that have previously been considered under the complaints policy.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6. Out of scope templates

2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 6.
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	aware of the issue unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.		
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6. Out of scope templates
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6. Multiple channels – letter, email, face to face, via staff. Complaints leaflet and form Policy includes Equality Act 2010 and catering for individual needs. A full Equality Impact Assessment has been published to support the updated policy.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6, section 5.4, page 18 and section 7.5, page 23. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6. Recording of training available on staff portal.

3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.1 and 1.5, page 5 Performance reporting monitored by Scrutiny, and Executive. Service Review meetings are held annually and biannually depending on the service are requirements, Corporate Complaints and Customer Service Standards have been introduced as an agenda item to discuss Compliments, Comments and Complaints outcomes and trends.
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			volumes and type, information will be shared, and service areas will be required to provide any updates to recurring complaints and evidence any improvements. In addition, any Complaints that also result in a Compliment will be recorded. Through the training for Compliments, Comments and Complaints / Customer Service Standards the message is to not view a complaint a negative but as a mechanism for learning.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website in an accessible format, information leaflets have been reviewed to incorporate the Policy changes and timeframes.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.2, page 18, section 4.12 - 4.24, page 15-16, section 4.25 – 4.27 page 17.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2, page 6. Third party authorisation form includes section for complaints. Form provided on request or if a complaint is received that requires third party the form is sent with instructions. The Council allow 3rd party complaints and complaints from the local MP.

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3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website and staff portal in an accessible format
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	individual can engage with the Ombudsman about their complaint.		Complaints leaflet updated in April 2024 to include Ombudsman details. Housing Ombudsman Service poster in Contact Centres. Tenant Locality Event Groups delivered in July 2025 – slide 10 - 13. Will include a section regarding the Ombudsman in issues of Bolsover Homes (tenant magazine) going forward. Included within Stage Two response template.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Customer Service, Standards and Complaints Manager Customer Standards and Complaints Officer. Employment of a Complaints Administrator in January 2025 to maintain effective complaint handling. These officers present Complaints handling and performance monitoring reports to Customer Services Scrutiny Committee.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	CCCAadmin@bolsover.gov.uk Complaints are a key priority for the authority, emails come from a designated Compliments, Comments and Complaints Admin email address. Customers can make a complaint via a number of channels which are also forwarded directly to the 'CCCAAdmin' email inbox for the attn of the Customer Standards and Complaints Officer. Updates to portfolio holder monthly.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-19. Customer Service, Standards and Complaints Manager and the Customer Standards and Complaints Officer attend relevant Ombudsman training. Employment of a Complaints Administrator in January 2025 to maintain effective

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	core service and must be resourced to handle complaints effectively		complaint handling. Service reviews meetings held with the key service areas monthly, biannually or annually depending on service needs agenda to include Customer Service Standards and Complaints. Customer Standards and Complaints Officer to update re performance and services areas to update re improvements to service delivery following comment or complaint.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as ‘stage 0’ or ‘informal complaint’) as this causes unnecessary confusion.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. ‘Informal’ stages removed in April 2024 when new Policy was implemented to comply with HOS Code.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 (2 stage process only) section 4.9, page 11.
5.4	Where a landlord’s complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	These are carried out in accordance with the 2- stage process as set out in the policy. All complaints administered and responses provided by the Complaints team. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6. Compliments, Comments and Complaints Policy shared with third party organisations and also available on website. All complaints administered and responses provided by the Complaints team.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9, page 11. Included within the Stage 1 and Stage 2 complaint acknowledgement templates.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9, page 11. Included within the Stage 1 and Stage 2 acknowledgement templates.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, section 1, page 5 and 4.7, page 9. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5 page 7.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.		
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6-7. Complaints Leaflet includes access for all statement. The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Excel Spreadsheets with all complaint data. Complaints system keeps a record. Folders within a dedicated drive on the system where all correspondence is saved. Bespoke admin system for recording all stages of Complaints and monitoring response timeframes, templates embedded within system and golden thread of hierarchy for responding to complaints dependent on level. 3-year data retention for all records.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-14.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers section 1.2, 1.4 and 1.5, page 5.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	for the provisions of the Equality Act 2010.		Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 7.

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11-13. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 8.4 - 8.7, page 14-18.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6 page 9.

6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.		
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Stage 1 Out of Timescale Templates created
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13. Updates are logged within an Excel document and are monitored to provide regular updates to the customer.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Stage 1 and Stage 2 templates Acknowledgement and Response Templates. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.

6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.		
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13-15. This is included as standard in all Stage 1 responses.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.15	Landlords must decide whether an extension to this timescale is needed	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.		
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11. Stage 2 Out of Timescale Templates created
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13 and section 4.11, page 14. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Stage 1 and Stage 2 templates Acknowledgement and Response Templates. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13. This is included as standard in all Stage 2 responses.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.		
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12-13. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

Section 7: Putting things right

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-15. Complaint Investigation Template Part C
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where		Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	appropriate. Any remedy proposed must be followed through to completion.		
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

Section 8: Self-assessment, reporting and compliance

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: - the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. - a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; - any findings of non-compliance with this Code by the Ombudsman; - the service improvements made as a result of the learning from complaints; - any annual report about the landlord's performance from the Ombudsman; and - any other relevant reports or publications produced by the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.5, page 18-19. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8. Performance reporting quarterly to the Customer Services Scrutiny. CCCSummary (Excel spreadsheet) of all complaints including those not accepted. Quarterly report analysis for Housing & Repair complaints reported to the Housing Liaison Board (a Cllr and Tenant meeting). Annual Performance report and Ombudsman decisions presented Scrutiny and Executive. Biannual Service Review Meetings for Complaints to discuss service improvements. You said, we did poster (lists service improvements).

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	Ombudsman in relation to the work of the landlord.		
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	The Assessment 24 - 25 was presented for comments at Housing Liaison Board on 29 th July 2025, will be presented to the Customer Services Scrutiny meeting on 19 th August 2025 and Executive on 8 th September June.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	The Council will fully comply with this requirement.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	The Council would fully comply with any request.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	The Council will fully comply with this requirement.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11, section 5 page 17-18.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.5, page 5 and section 5, page 17-18. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8. Tenant Complaint Locality Events – slide 14 and 15. You said, we did service improvement posters Complaint Investigation Template – Part D Biannual Service Reviews – Complaints/Service Improvements on the agenda Presented at Customer services scrutiny quarterly, trends analysed.

9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Updates in the In Touch & Tenants Magazine, Updates on the websites reports and Self Assessments, Performance posters. Tenant Complaint Locality Events – slide 3. You said, we did service improvement posters Complaint data analysis presented and discussed in the Housing Liaison Board meetings quarterly.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Customer Service, Standards and Complaints Manager. Presented at Customer Services Scrutiny quarterly, trends analysed. From April 24 complaint data analysis has also been presented and discussed in the Housing Liaison Board meetings quarterly.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23 Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.

9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18. Performance reporting quarterly to the Customer Services Scrutiny. Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.		
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18. Mandatory training for all new employees.

BOLSOVER DISTRICT COUNCIL

Meeting of the Standards Committee on 10th November 2025

Compliments, Comments and Complaints Report 25/26 1st April 2025 to 30th June 2025

Report of the Monitoring Officer

Classification	This report is Public
Contact Officer(s)	Lesley Botham Customer Service, Complaints and Standards Manager

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards for the period 1st April 2025 to 30th June 2025.
- 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 1st April 2025 to 30th June 2025.
- To make Elected Members aware of performance and improvements in relation to its Customer Service Standards and the effective management of complaints.

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 70% of incoming calls to be answered within 20 seconds.

Revenues achieved **78%** for Q1.

Target – Benefits 80% of incoming calls to be answered within 20 seconds.

Benefits achieved **91%** for Q1.

E-mails

For this reporting period 1st April 2025 to 30th June 2025 Q1:

- **4,222** email enquiries from the public were received via Revenues@bolsover.gov.uk & Benefits@bolsover.gov.uk
- All were acknowledged within one working day.

2.1.2 Contact Centres (Appendix 1)

Telephones

Target 1 - 75% of incoming calls to be answered within 20 seconds (target reduced for 2025/26)

Contact Centres achieved **75%** for quarter Q1.
(**17,426** calls answered).

Target 2 – less than 3% of calls abandoned.

Contact Centre achieved **2%**.
(**418** abandoned calls).

Target 3 – Average wait time not to exceed 30 seconds.

Contact Centre achieved **35** seconds.

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, 1st April 2025 to 30th June 2025:

- **8,484** email enquiries (in Q1) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day.

- **99.7%** were replied to in full within 8 working days cumulatively for Q1.

Live Chat

Target - 90% of incoming Live Chats to be answered within 20 seconds.

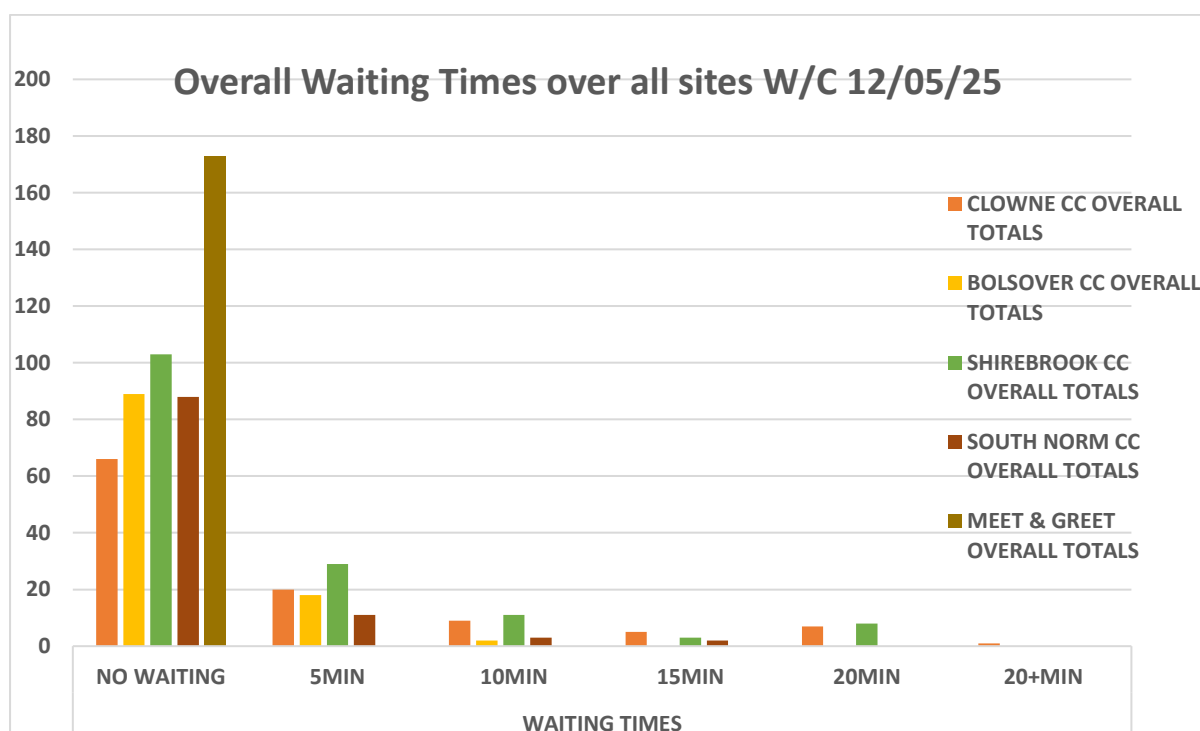
Contact Centres achieved **89%** for Q1 580 chats were answered out of 589.

Face to Face

During Q1 7,597 visitors to Contact Centres and the Meet & Greet Reception desk.

Face to Face Monitoring undertaken week commencing 12.05.25 across all 4 contact centres and Meet & Greet (M&G) Reception to measure waiting times.

80% (519) customer were served within 20seconds (648 face to face contacts in total) the majority of enquiries were for Housing/Repairs, Revenues and Bus Passes and M&G Enquiries). Only 20% were waiting up to 20mins.



2.2 Compliments, Comments and Complaints

Compliments

Appendix 2 (A) shows the number of compliments received for the period by department. In total **58** compliments were received during Q1 1st April to 30th June 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms
Compliments received Q1 – **7**
Comments

Appendix 2 (B) shows the number of comments received for the period Q1, **13** Comments were received and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

Go Active - Customer Feedback Form
Comments and Suggestions received Q1 - **13**

Complaints

Stage 1

Appendix 2 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **59** stage 1 complaints were recorded in Q1 and **10** M.P. enquiries during this same period.

97% stage 1 complaints and **100%** M.P. enquiries were responded to within the Council's customer service standard of 10 working days, (2 complaints (Env Health) just fell outside of time frame overall average days taken 6 working days).

Stage 2

Appendix 2 (E) shows the number of stage 2 complaints received for the period by department. These are complainants who have already made a stage 1 complaint and still feel dissatisfied. During this period **7** stage 2 complaints were received.

100% stage 2 complaints were responded to within the Council's customer service standard of 20 working days , average working days taken to respond 16 days.

Ombudsman

2 Ombudsman (Local Government) complaints were received for investigation during Q1 period 1st April to 30th June 2025. 1 still awaiting decision, 1 no investigation as early remedy and intervention by the Council was advised.

Service Improvements

The following service improvements have been identified in Q1 from Comments and Complaints :

Reference Number	Description	Improvement
7675	The customer was unhappy with the conduct of the Council's Contractors.	Dragonfly have increased their presence on site to ensure

		standards are being maintained by Contractor Operatives.
7680	The customer is unhappy with the Council's electrical testing contractors, as well as with the communication from the Council and Dragonfly.	New processes have been agreed for future contractors to monitor and respond to emails from the start of mobilisation
7691	The customer has complained that their repairs appointment was missed.	A new process has been put in place for scheduling works which does not rely on the jobs being sent back to the system before rescheduling is completed, this should prevent jobs being missed in the future.
7657 (Comment)	Advised that the recycling information is conflicting regarding toothpaste tubes and asked the Refuse team to clarify	Website information updated on the recycling of toothpaste tubes.
7677 (Comment)	The customer commented that they had not been notified by BDC about some extensive roof works on their property. They believe tenants should be informed of any planned works in the future.	The Managing Building Surveyor / Contract Administrator confirmed they will review the process of sending letters out with the contractor.
7701 (Comment)	The customer has advised that they feel the tone of a letter received following an outstanding amount of an invoice was not necessary considering the amount.	Debtors to look at changing the system so that bailiff a letter not triggered for debts under a certain value

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

RECOMMENDATION(S)

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

Approved by Councillor M Dooley, Portfolio holder for Health & Wellbeing

IMPLICATIONS:

<u>Finance and Risk</u> 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		
<u>Legal (including Data Protection)</u> 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		
<u>Staffing</u> Yes ☐ No ☒		
Details: Not applicable as the report is to keep Elected Members informed. On behalf of the Head of Paid Service		
<u>Equality and Diversity Impact and Consultation</u> Yes ☐ No ☒		
Details: Not applicable as the report is to keep Elected Members informed. On behalf of the Information, Engagement and Performance Manager		
<u>Environment</u> Yes ☐ No ☒		

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. *(Please speak to Richard Winter, Climate Change Officer, for advice)*

Details:

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

DECISION INFORMATION

☐ Please indicate which threshold applies:	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds: 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. 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. District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected: Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i> If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i> Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i> Leader ☐ Deputy Leader ☐ Executive ☐ SLT ☐ Relevant Service Manager ☒ Members ☐ Public ☐ Other ☐	Yes ☐ No ☒ (a) ☐ (b) ☐ (a) ☐ (b) ☐ All ☒ Yes ☐ No ☒ Yes ☐ No ☒ Yes ☒ No ☐

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

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Service Standards monitoring 01/04/25 to 30/06/25
2.	Compliments, Comments and Complaints: A. Compliments by department 01/04/25 to 30/06/25 B. Comments by department 01/04/25 to 30/06/25 C. Stage 1 complaints 01/04/25 to 30/06/25 D. Stage 2 complaints by department 01/04/25 to 30/06/25 E. M.P Enquiries 01/04/25 to 30/06/25 F. Ombudsman Complaints 01/04/25 to 30/06/25

Background Papers

<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>

None

APPENDIX 1 – Customer Service Standards Monitoring 01/04/25 to 30/06/25

Key Customer Service Standards - Performance Monitoring - 2025/26													
					E-mail Standards			Live Chat		Written Complaints			
Period	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 Contact Centres & Revenues	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days (Contact Centres)	No. of Live Chats answered Contact Centres	% of Live Chats Answered within 20 seconds - Contact Centres	No. of Complaints Received (Stage One)	% Responded to within 10 Working Days	No. of M.P. Enquiries Received	% Responded to within 10 Working Days
Target		75%	70%	80%		100%	100%		90%		100%		100%
April to June	17,426	75%	78%	91%	12,706	100%	99.7%	580	89%		97%		100%
Quarter 1	17,426	75%	78%	91%	12,706	100%	1	580	89%	59	97%	10	100%
July to September													
Quarter 2 Cumulative	17,426	75%	78%	91%	12,706	100%	100%	580	89%	0	97%	0	100%
October to December													
Quarter 3 Cumulative	17,426	75%	78%	91%	12,706	100%	100%	580	89%	0	97%	0	100%
January to March													
Quarter 4 Cumulative	17,426	75%	78%	91%	12,706	100%	100%	580	89%	0	97%	0	100%

Appendix 2 (A) Compliments by Department 01/04/25 to 30/06/25

Please note that some compliments were for 2 or more departments.

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Apr-25	1	Mosborough	Expressed their gratitude for the opportunity for Bolsover TV to record at their school and were absolutely delighted by the wonderful video made.	Communications	2
	1	Unknown	Complimented the Derbyshire Makes video on being brilliant and thanked Bolsover TV.		
	1	Clowne	Complimented two Customer Advisors for being brilliant when faced with a complicated situation, both were extremely pleasant and helpful.	Customer Services	5
	1	Newton	Complimented the Customer Advisors at South Normanton Contact Centre for being lovely, friendly and helpful.		
	1	Stanfree	Complimented a Customer Advisor for being professional, friendly, and informative.		
	1	Unknown	Thanked the Customer Advisor for their efforts as they expertly managed a difficult situation.		
	1	Whitwell	Advised that the Customer Advisor was a great help in completing the housing application and that they were very friendly and polite.		
	1	Langwith	Complimented the electrician on doing an excellent job and cleaning up after themselves.	Dragonfly	5
	1	New Bolsover	Thanked the Repair Operatives who have worked at their property. They have done a good standard of work and the tenant feels highly satisfied and overwhelmed. They respected the property and the tenants wishes and were both excellent and a fantastic duo. The customer also thanked the Repairs and Void Manager for listening to them and their support in enabling this work to be completed.		
	1	South Normanton	Thanked the Repairs Planner for all their help is resolving some issues with their garden including the removal of rubbish and levelling the garden.		

Q1 Compliments 2025/26							
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department		
	1	Tibshelf	Thanked the Repair Operatives who mended their toilet, they were excellent, did a good job and were careful around the property.				
	1	Whitwell	Advised the Gas Engineer had spoken to them with dignity and treat their property with respect, the tenant could not praise them enough.				
	1	Unknown	Thanked an Environmental Health Officer for their support throughout the noise complaint process, the customer appreciates the Officers help and advice.	Environmental Health	1		
	1	Shuttlewood	Complimented the Extreme Wheels Road Show Officers for being very polite, informative, giving clear instructions and being safety conscious. They hope the sessions continue in the future.	Leisure	1		
	2	Clowne	Thanked the Grounds Maintenance team for clearing away fly tipping.	Street Scene	8		
			Complimented two Community Enforcement Rangers for their professionalism, efforts and positive attitude portrayed at a recent event.				
	1	Creswell	Thanked the Refuse team who collect the bulky waste, they feel it is a great service for a good price.				
	1	Hodthorpe	Thanked the Grounds Maintenance team for mowing their lawn, they have said that they have done a brilliant job.				
	2	Pinxton	Thanked a Customer Advisor who quickly arranged for their bin to be emptied following some exceptional circumstances.				
			Thanked all of the Refuse teams for being marvellous.				
	1	Unknown	Thanked the Refuse team for going the extra mile to help a customer.				
	1	Whitwell	Thanked the Street Scene Co-ordinator and the Grounds Maintenance team for the good job they have done.				
Total compliments for April 2025. Split by department						22	
Total compliments for April 2025.						22	

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
May-25	1	Barlborough	Customer commented how helpful the Customer Advisor was, even though they were very busy, they were very professional and very helpful.	Customer Services	4
	1	Clowne	Thanked three Customer Advisors for the help they gave with the forms the customer had to complete linked to their husband's death, they advised the staff were helpful and friendly and it was a pleasure to speak to a nice gentleman.		
	1	Pinxton	The customer wanted to thank the Customer Advisor for their brilliant service, the replacement they ordered was delivered the next day and they were very thankful.		
	1	Unknown	Complimented the Contact Centre Manager and the Customer Advisor for how they dealt with the police. They ensured it was a smooth process, knew exactly what to do and processed everything correctly with minimum fuss.		
	1	Creswell	Customer was very happy with the Repairs team and the Repairs Co-Ordinator and are happy with the results and a great job done.	Dragonfly	2
	1	South Normanton	Customer is happy with the hand rail that has been fitted and wanted to pass on they have done a good job and are very pleased.		
	1	Bolsover	The customer wanted to thank the Environmental Health Officer for their quick response and the service provided.	Environmental Health	2
	1	Whitwell	Customer would like to say thank you to the Environmental Health Officer for their courtesy and professionalism and said the officer was brilliant.		
	1	Shirebrook	Customer sent in a thank you card, to show the Housing Allocations Officer their appreciation for all the support and help they have given.	Housing	1

Q1 Compliments 2025/26							
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department		
	1	Unknown	Thanked the IT Technician for being extremely helpful. They were patient, understanding and listened to the Customer Advisors frustrations. They felt the Officer went above and beyond to try and find a resolution, which themselves and the Customer Advisor were very grateful for.	ICT	1		
	1	Unknown	Customer thanked the Benefits Officer who was very courteous and helpful.	Revenues	1		
	2	Blackwell	Customer has complimented the Grounds Maintenance Operative using the Street Sweeper for returning after the machine was full and finishing the job. They feel they have done a wonderful job and it is a great service.	Street Scene	4		
			Customer thanked the Grounds Maintenance team that swept their street, they have done a very good job and the street looks nice.				
	2	Unknown	Advised that the Community Safety and Enforcement Officer had been very professional during mediation and had made their lives easier and that they appreciated the support from the team.				
			The customer has complimented the Grounds Maintenance Operative for doing a top class job when operating the Road Sweeper.				
	Total compliments for May 2025. Split by department					15	
	Total compliments for May 2025.					15	
Jun-25		Unknown	The customer wanted to thank the Communications team for helping them. They are happy with the content of the Bolsover TV episode and how quick it was published.	Communications	1		
		Blackwell	Customer is happy with the super-fast response by the Repairs Operative and the Customer Advisor.	Customer Services	3		
		Clowne	The customer wanted to say that Customer Services and Complaints team are all stars for recent help on a customer query relating to data breach.				

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
		New Houghton	Customer praised the Contact Centre Staff for giving brilliant customer service every time they call. They always find the answer and always come through. The customer feel that they are the beacon for local Councils.		
		Blackwell	The customer has complimented the Drainage Operative for bring very friendly and nice. The Operative was very positive and had a can do attitude, the job was completed efficiently and they were friendly towards their autistic son.	Dragonfly	8
		Blackwell	Customer is happy with the super-fast response by the Repairs Operative and the Customer Advisor.		
		Bolsover	The customer has complimented the Electrician and Apprentice for being very polite, friendly, and efficient.		
		Bolsover	The customer complimented the Electrician for being very polite and doing a great job. The light will make a big difference and improve safety and security for themselves and people visiting their property.		
		Clowne	The customer complimented the Electrical Operative on being impeccable. They though that they were lovely, pleasant, courteous and helpful.		
		Hodthorpe	Tenant wanted to pass on that the Operative that completed the repair was very helpful, pleasant and carried out the work efficiently.		
		Pinxton	Customer wanted to thank the Drainage team who had been out and done a brilliant job. The customer also wanted to say thank you for the quick response and very good workmanship, they are very grateful.		

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
		Unknown	The Parish Council expressed their sincere thanks to everyone involved in co-ordinating and progressing the planned works for tenant's Property. They appreciate the time and effort that has gone in to identifying the repairs, arranging contactor visits and considering minimal disruption to tenant. There was clear communication and attention to detail, and willingness to work collaboratively with the Parish Council. The work put in they are confident will make a real difference to the tenant's living environment.		
		Clowne	The customer wanted to say that Customer Services and Complaints team are all stars for recent help on a customer query relating to data breach.	Governance	1
		Unknown	Customer expressed their thanks to the Housing Options Officer and the Housing Options Triage Officer for how supportive they were. The customer is extremely grateful for their advice and support.	Housing	3
		Unknown	Customer wanted to thank the Housing Options Officer, they are extremely grateful for their help, support and understanding.		
		Unknown	The Parish Council expressed their sincere thanks to everyone involved in co-ordinating and progressing the planned works for tenant's Property. They appreciate the time and effort that has gone in to identifying the repairs, arranging contactor visits and considering minimal disruption to tenant. There was clear communication and attention to detail, and willingness to work collaboratively with the Parish Council. The work put in they are confident will make a real difference to the tenant's living environment.		

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
		Clowne	Customer wanted to thank the Officer wholeheartedly for the clear and helpful way they spoke on the voicemail they left, all information given was concise and they felt it was a really nice, friendly message which was easy to understand.	Revenues	1
		Blackwell	The customer would like to thank the Operative who completed a street sweep, they have done a marvellous job and were very diligent in their work and it makes such a difference to the appearance.	Street Scene	7
		Bolsover	Customer was very impressed with the Street Cleaner who is always busy keeping the area of Bolsover to a high standard of cleanliness. The Operative is also polite, friendly and does a good job.		
		Bolsover	Customer complimented the Grounds Maintenance team for doing a good job road sweeping and attending within a few days of their report.		
		Clowne	Thanked the Community Safety and Enforcement Team and expressed their appreciation for being a massive help. It has had a big impact on the customer and they feel it's a pleasure and they are lucky to have the support of the team.		
		Glapwell	Customer wanted to pass on feedback and thank the Refuse Team, they always do a very good job and the customer is very grateful for the job they do.		
		Shirebrook	Customer was really pleased with the grass cutting completed by a Grounds Maintenance Operative who has done a good job. They would also like to compliment the Streetscene Co-ordinator who was very friendly.		
		Tibshelf	Customer wants to pass on thanks to Assisted Gardening team for all their help.		
Total compliments for June 2025. Split by department					24

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Total compliments for June 2025.					21

Total compliments for Q1 2025. Split by department	61
Total compliments for Q1 2025.	58

Appendix 3 (B) Comments by Department 01/04/25 to 30/06/25

Please note that some comments were for 2 or more departments.

Q1 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Apr-25	1	South Normanton	Requested that Officers leave voicemails so that the Contact Centre can direct the customer to the correct person.	Customer Services	1
	2	Bolsover	Suggested that neighbours are informed when scaffolding is erected on a Council property in case access is required.	Dragonfly	3
			The customer commented that they had not been notified by BDC about some extensive roof works on their property. They believe tenants should be informed of any planned works in the future.		
	1	Shirebrook	Commented that they feel Repair Operatives should go to the jobs where they are most experienced.		
	1	Bolsover	Commented that the Environmental Health Service should provide rough timeframes for Pest Control appointments as currently this is not very customer friendly.	Environmental Health	1
	1	Clowne	Commented that there were no Easter Bank Holiday opening hours posted on the BDC website or the Go! Active website. Suggested that providing this information in the future would be helpful.	Leisure	2
	1	Shuttlewood	Advised that the social media post for Extreme Wheel's needs to be clearer and state when they are doing scooter/skate sessions and that equipment must be brought.		
	1	Newton	Advised that the recycling information is conflicting regarding toothpaste tubes and asked the Refuse team to clarify	Street Scene	1
Total comments for April 2025. Split by department					8

Q1 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
May-25	1	Whitwell	A letter has been received for a gas service without a date or a time of the appointment.	Dragonfly	1
	1	Out of Area - Calow	The customer has advised that they feel the tone of a letter received following an outstanding amount of an invoice was not necessary considering the amount.	Finance	1
	1	Out of Area - Calow	The customer has advised that they feel the tone of a letter received following an outstanding amount of an invoice was not necessary considering the amount.	Housing	1
	1	Westhouses	The customer has advised that there is no option to report missed assisted bin collections on self service.	ICT	1
	1	Westhouses	The customer has advised that there is no option to report missed assisted bin collections on self service.	Street Scene	1
Total comments for May 2025. Split by department					5
Total comments for May 2025.					3
Jun-25	1	Out of Area - Mansfield	The customer has advised the link for Dragonfly investigation is not user friendly and does not allow them to print in PDF. Also, the website could be more user friendly.	Communications	2
	1	Whaley Thorns	The customer has commented that you can only get the change of circumstances form for Council Tax via phone and this should be accessible on the website through Self Service.		

Q1 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	Whaley Thorns	The customer has commented that you can only get the change of circumstances form for Council Tax via phone and this should be accessible on the website through Self Service.	ICT	1
Total comments for June 2025. Split by department					3
Total comments for June 2025.					2
Total comments for Q1 2025. Split by department					16
Total comments for Q1 2025.					13

APPENDIX 3 (C) – Stage 1 Complaints by department 01/04/25 to 30/06/25

Please note that some complaints were for 2 or more departments.

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
APR 25	Langwith	The customer is unhappy with the conduct of the Tenancy Management Officer.	The customer has complained about the length of time it has taken for the bins to be delivered and that the side waste was not collected.	Customer Services	2
	1	Stanfree	The customer is dissatisfied with the service received at Clowne Contact Centre.		
	1	Blackwell	The customer is unhappy about being evicted from the garage site to allow for building works, only to later discover that no works will now be carried out on the site	Dragonfly	7
	1	Bolsover	The customer has complained regarding the parking of two Council vehicles.		
	1	Creswell	The customer is unhappy with the handling of housing repairs, the process of moving back into the property, and the standard of the repair and cleaning.		
	1	Hodthorpe	The customer is unhappy with the conduct of the Council's Contractors.		
	1	Shirebrook	The customer has complained regarding an ongoing mould issue in their bathroom.		
	1	Tibshelf	The customer is unhappy with the Council's electrical testing contractors, as well as with the communication from the Council and Dragonfly.		
	1	Whitwell	The customer has complained that Repair Operatives have not attended on two planned repair appointments.		
	2	Creswell	The customer is unhappy with the handling of housing repairs, the process of moving back into the property, and the standard of the repair and cleaning.	Housing	3
			The customer is unhappy with their mutual exchange decision and the advice given during the process.		

Q1 Stage 1 Complaints 2025/26							
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department		
	1	Out of area	The customer has complained they have received a lack of support from the Council.	Legal	1		
	1	Shirebrook	The customer has complained regarding communication prior to an attachment of earnings.	Revenues	1		
	1	Clowne	The customer has complained regarding sanctions taken on a member of the public by the Monitoring Officer.	Statutory Officers	1		
	3	Bolsover	The customer has complained regarding the Grounds Maintenance team cutting their communal garden. Damage has been done to their washing line and a manhole.	Street Scene	7		
			The customer has complained that the Refuse team did not collect their green bins on the mop up round.				
			The customer has complained regarding ongoing missed green bin collections.				
	2	Creswell	The customer has complained about the length of time it has taken for the bins to be delivered and that the side waste was not collected.				
			The customer has complained regarding multiple missed clinical waste collections.				
	2	South Normanton	The customer is unhappy with the conduct of the Refuse Co-Ordinator during a phone call. They were also unhappy about damage to the grass verge on the street.				
			The customer is unhappy with the actions of the Refuse Operatives.				
Total Stage 1 for April 2025. Split by department						22	
Total Stage 1 for April 2025.						20	
May-25	1	Shirebrook	The customer disputes the Council Tax Summons received and is unhappy with the advice received from a Customer Advisor.	Customer Services	1		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Langwith Junction	The customer has complained regarding the erection of scaffolding and the Contractors conduct of work.	Dragonfly	2
	1	Newton	The customer has complained that their repairs appointment was missed.		
	1	Bolsover	Customer has complained regarding an ongoing noise complaint.	Environmental Health	2
	1	Unknown	The customer is dissatisfied with how the Environmental team Officer dealt with a festival and the safety and security requirements.		
	1	Bolsover	The customer is dissatisfied with the way the rent arrears have been handled and the possible enforcement/eviction action involved.	Housing	5
	1	Creswell	The customer has complained that the Housing department have not yet allocated a suitable property to them and feels that excuses are being given		
	1	Newton	The customer has complained about damp and mould in the property.		
	2	Shirebrook	The customer has complained about the Manager and Deputy Manager at Ashbourne Court.		
			Customer is not happy that rear access to their property has been removed.		
	1	Out of Area - Alfreton	Customer has complained that Council Tax payments have not been allocated to their account and that correspondence has not been responded to.	Revenues	4
	1	Shirebrook	The customer disputes the Council Tax Summons received and is unhappy with the advice received from a Customer Advisor.		
	1	South Normanton	The customer feels that the wording used in Council Tax correspondence is threatening and accusatory and that the Revenues department do not consider individual circumstances.		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Unknown	The customer has received a Council Tax bill but has not lived at the property for several years.		
	1	Blackwell	The customer has complained that their grandfathers assisted burgundy bin collection has been missed on numerous occasions.	Street Scene	8
	2	Bolsover	The customer is not happy that a hedge bordering their property has not been cut and they did not receive communication for one month.		
			Customer is dissatisfied that their bins have not been emptied fully.		
	2	Creswell	The customer is dissatisfied with Refuse team and the lack of communication and their missed bins being a repeated problem.		
			Customer is not happy that they have to continually report their assisted burgundy waste collection has been missed.		
	2	Pinxton	The customer has witnessed the Refuse team leaving rubbish on the pavement/road.		
			The customer is dissatisfied with the maintenance of St Michael's churchyard, which is overgrown.		
	1	Shirebrook	The customer has reported damage to their vehicle caused by a Refuse Operative.		
Total Stage 1 for May 2025. Split by department					22
Total Stage 1 for May 2025.					21
Jun-25	1	Bolsover	Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.	Customer Services	2
	1	Out of Area - Duckmanton	Customer is dissatisfied that Bolsover Contact Centre public toilet has closed and with the attitude of a Customer Advisor.		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Bolsover	Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.	Dragonfly	5
	1	Pinxton	The customer has complained regarding the Repairs Co-ordinator's behaviour and attitude and feels they have not been listened to.		
	1	Shirebrook	The customer feels there has been a lack of communication and action regarding uneven ground next to their property.		
	1	South Normanton	Customer has complained about the lack of communication from the Out of Hours Contractor and that their repair was not attended to within 4 hours which left the property unsecure overnight.		
	1	Tibshelf	The customer is dissatisfied with the service provided by the Council's Out of Hours Contractor and the Plumbers attitude. The Plumber did not arrive when expected, appeared uninterested in the issue and left quickly without resolving the problem or investigating thoroughly.		
	1	Bolsover	The customer has complained that their bank details were not changed by the Council and they were wrongly advised they were at fault. They are also dissatisfied with the Income Management Assistants attitude.	Housing	5
	2	Shirebrook	Customer has complained regarding events which they believe have led to court proceedings for rent arrears and issues with Housing Benefit. Customer has complained that one of the communal washing machines has been broken for 5 weeks.		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Tibshelf	The customer is dissatisfied with the service provided by the Council's Out of Hours Contractor and the Plumbers attitude. The Plumber did not arrive when expected, appeared uninterested in the issue and left quickly without resolving the problem or investigating thoroughly.		
	1	Unknown	The customer has complained regarding the administration of correspondence in relation to their homelessness case.		
	1	Bolsover	Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.	Planning	1
	1	Bolsover	The customer has complained there has been a lack of communication and help when requesting help with their Council Tax which has caused them stress. They are also dissatisfied with the conduct and attitude of Council Tax Officer.	Revenues	2
	1	Shirebrook	Customer has complained regarding events which they believe have led to court proceedings for rent arrears and issues with Housing Benefit.		
	1	Bolsover	Customer has an ongoing issue with missed green bin collections.	Street Scene	7
	1	Out of Area	The customer has alleged a Refuse vehicle was speeding and driving dangerously.		
	2	Shirebrook	Customer is not happy the council do not accept compost in the green bin. They are also dissatisfied with the conduct of Refuse Operatives and feel the hangers left are inappropriate and threatening.		
			The customer has complained that their black bin has gone in to the back of the wagon and this was not reported by the Refuse		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	2	South Normanton	Crew to the Refuse department or customer.		
			Customer has complained regarding ongoing missed bin collections.		
	1	Tibshelf	Customers bulky collection has not been collected.		
Customer has an ongoing issue with missed green bin collections.					
Total Stage 1 for June 2025. Split by department					22
Total Stage 1 for June 2025.					18

Total Stage 1 for Q1 2025. Split by department	66
Total Stage 1 for Q1 2025.	59

Appendix 3 (E) MP Enquiries by Department 01/04/25 to 30/06/25

Please note that some MP Enquiries were for 2 or more departments.

Q1 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Apr-25	1	Out of Area - Dronfield	Customer has concerns following a Benefits overpayment.	Revenues	2
	1	New Houghton	Customer has reported Council Tax fraud.		
Total M.P. Enquiries for April 2025. Split by department					2
Total M.P. Enquiries for April 2025.					2
May-25	1	Creswell	Customer has asked for information on potential business grants.	Business Growth	1
	1	Bolsover	Customer has housing concerns after receiving a section 21 notice.	Housing	2
	1	Whitwell	Customer has asked for assistance with their daughter and rehoming them due to safety concerns.		
	1	Bolsover	Customer has enquired about rules for metal detecting in New Bolsover	Leisure	1
	1	Bolsover	Customer has reported flying tipping around a children's recreational area and enquired regarding inspections carried out.	Street Scene	1
Total M.P. Enquiries for April 2025. Split by department					5
Total M.P. Enquiries for April 2025.					5
Jun-25	2	Whitwell	Customer is wanting assistance in the possibility of their daughter taking on the flat above them.	Housing	2
			Customer would like to know housing policies surrounding a child's age and in relation the daughter's housing application.		
	1	Pilsley	Customer would like more information to why their previous planning application was rejected and to discuss possible adjustments to allow the planning application to go ahead.	Planning	1
Total M.P. Enquiries for June 2025. Split by department					3
Total M.P. Enquiries for June 2025.					3
Total M.P. Enquiries for Q1 2025. Split by department					10
Total M.P. Enquiries for Q1 2025.					10

Appendix 3 (F) Stage 2 Complaints by department 01/04/25 to 30/06/25

Please note that some complaints were for 2 or more departments.

Q1 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Stage 2 for April 2025. Split by department					0
Total Stage 2 for April 2025					0
May-25	1	Whaley Thorns	The customer has escalated their complaint to stage 2 concerning the behaviour of the Tenancy Management Officer.	Housing	1
	1	South Normanton	The customer is dissatisfied with the response to their stage 1 complaint concerning the conduct of the Refuse Co-ordinator and damaged caused by the Refuse lorry.	Street Scene	1
Total Stage 2 for May 2025. Split by department					2
Total Stage 2 for May 2025					2
Jun-25	1	Pinxton	Stage 2 escalation regarding the attitude and behaviour of a Repairs Co-ordinator.	Dragonfly	1
	1	Bolsover	Customer has escalated their complaint regarding an ongoing noise complaint.	Environmental Health	1
	2	Shirebrook	The customer would like to escalate their stage 1 complaint as they still disagree with the decision to remove rear access to their property.	Housing	3
			Customer has escalated their complaint regarding a restriction which they believed caused rent arrears contributed to their mother's illness		
	1	Unknown	The customer would like to escalate their complaint regarding correspondence in relation to their homeless case as they feel the stage 1 response is contradictory to the information received verbally from the Housing Options Officer.		
Total Stage 2 for June 2025. Split by department					5
Total Stage 2 for June 2025					5
Total Stage 2 for Q1 2025. Split by department					7
Total Stage 2 for Q1 2025					7

Appendix 3 (F) Ombudsman Complaints by department 01/04/25 – 30/06/25

Please note that some complaints were for 2 or more departments.

Q1 Ombudsman Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Ombudsman for April 2025. Split by department					0
Total Ombudsman for April 2025.					0
Total Ombudsman for May 2025. Split by department					0
Total Ombudsman for May 2025.					0
Jun-25	1	Out of Area - West Bridgford	The complainant's complaint is about the Council's handling of their reports of damage, including damp and mould following a roof leak and the handling of the complaint.	Dragonfly	1
	1	Clowne	Miss X complained about the Council's actions relating to the delay in providing a business rates bill. They also complained about poor communication. Miss X also complained the £2500 bill they received is unacceptable. Miss X said the Council's actions caused their frustration.	Revenues	1
Total Ombudsman for June 2025. Split by department					2
Total Ombudsman for June 2025.					2

Total Ombudsman for June 2025. Split by department	2
Total Ombudsman for June 2025.	2

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman

BOLSOVER DISTRICT COUNCIL

Meeting of the Standards Committee on 10th November 2025

Whistleblowing Policy

Report of the Director of Governance and Legal Services & Monitoring Officer

Classification	This report is Public
Contact Officer	Director of Governance and Legal Services & Monitoring Officer

PURPOSE/SUMMARY OF REPORT

To provide an annual update to Members on use of the Council's Whistleblowing Policy.

REPORT DETAILS

1. Background

- 1.1 Whistleblowing is a report from an employee, member or other person about suspected wrongdoing within the organisation. The Public Interest Disclosure Act 1998 requires employers to refrain from dismissing workers and employees or subjecting them to any other detriment because they have made a protected disclosure.
- 1.2 Whistleblowing policies should foster a climate of openness and transparency in which individuals in the workplace do not feel that they will be victimised, harassed or suffer any reprisals if they raise concerns about wrongdoing within the organisation. The Government expects all public bodies to have adequate whistleblowing procedures in place.
- 1.3 The Council is committed to updating policies on a regular basis to ensure that they are fit for purpose. The last review of the Whistleblowing Policy took place in January 2025.

2. Details of Proposal or Information

- 2.1 The Whistleblowing Policy shown in the Appendix has been reviewed in the preparation of writing this report and a minor amendment is proposed.
- 2.2 In accordance with the Whistleblowing Policy, the Monitoring Officer has overall responsibility for the maintenance and operation of the Policy and will maintain a record of concerns raised and the outcomes. The Monitoring Officer is also required to report as necessary to the Council on instances of Whistleblowing.

There have been instances of whistleblowing and these will be reported to the next meeting of Standards Committee.

3. Reasons for Recommendation

- 3.1 The Whistleblowing Policy has been reviewed to ensure that it remains fit for purpose, and it is concluded that the existing version is satisfactory.

4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options.

RECOMMENDATION(S)

1. That the Committee agree the current Whistleblowing Policy is fit for purpose.

IMPLICATIONS:

<u>Finance and Risk</u>	Yes ☐	No ☒
Details:		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u>	Yes ☒	No ☐
Details:		
The legal implications in relation to whistleblowing are contained within the policy and no further implications arise from this report.		
On behalf of the Solicitor to the Council		
<u>Staffing</u>	Yes ☐	No ☒
Details:		
On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u>	Yes ☐	No ☒
Details:		
<u>Environment</u>	Yes ☐	No ☒
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment		
Details:		

DECISION INFORMATION:

☒ Please indicate which threshold applies:	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	Yes ☐ No ☒
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.	(a) ☐ (b) ☒
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.	(a) ☐ (b) ☒
District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:	All ☐

If Yes, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i>	Yes ☐ No ☐
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes ☐ No ☒
Leader ☐ Deputy Leader ☐ Executive ☐ SLT ☐ Relevant Service Manager ☐ Members ☐ Public ☐ Other ☐	

Links to Council Ambition: Customers, Economy, Environment, Housing

DOCUMENT INFORMATION:

Appendix No	Title
1	Whistleblowing Policy

Background Papers

(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).

DECEMBER 2024

Bolsover District Council

Whistleblowing Policy



CONTROL SHEET FOR WHISTLEBLOWING POLICY

Policy Details	Comments/Confirmation (to be updated as the document progresses)
Policy title	Whistleblowing Policy
Current status –	Agreed 2021 version, with housekeeping changes only.
Location of Policy –	Corporate Governance
Member route for approval	Standards, then Council
Cabinet Member (if applicable)	N/A
Equality Impact Assessment (approval date)	N/A
Partnership Involvement (if applicable)	N/A
Final Policy approval route (i.e. Executive/Council Committee)	Council
Date Policy approved	14/04/21 (BDC)
Date Policy due for review	Policy reviewed annually by Standards Committee- previously reviewed on 24 th January 2022, 20 th February 2023, 29 th January 2024 and 27 th January 2025
Date Policy forwarded to Strategy and Performance (to include on Intranet and Internet, if applicable to the public)	

WHISTLEBLOWING POLICY

1. Introduction

- 1.1 Employees are often the first to realise that there may be something seriously wrong within a local authority. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the Council. They may also fear harassment or victimisation. In these circumstances employees may feel that it is easier to ignore the concern, rather than report what may just be a suspicion of malpractice.
- 1.2 The Council is committed to the highest possible standards of openness, probity and accountability. In line with that commitment the Council encourages employees, Members and others with serious concerns about any aspect of the Council's work to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis.
- 1.3 Whistleblowing is the term used when someone who works in or for an organisation raises a concern about a possible fraud, crime, danger or other serious risk that could threaten customers, colleagues, the public or the organisation's own reputation. For example instances of theft from the Council, accepting or offering a bribe, and failure by colleagues to adhere to Health & Safety directives could all be the subject of a Whistleblow.
- 1.4 This policy document makes it clear that concerns can be raised without fear of victimisation, subsequent discrimination or disadvantage. This Whistleblowing Policy is intended to encourage and enable employees to raise concerns within either Council in person, rather than overlooking a problem or using other methods to report concerns.
- 1.5 This policy applies to Council employees and other workers, including freelance staff, temporary and agency staff, trainers, volunteers, consultants, contractors, employees of another Local Authority with whom the Council has entered into joint working arrangements and Members.
- 1.6 This policy also applies to all employees in organisations who work in partnership with the Councils and suppliers who wish to raise a concern.
- 1.7 The Public Interest Disclosure Act 1998 protects Council employees who report concerns from subsequent harassment, victimisation and other unfair treatment. Potential informants should feel reassured that it is illegal for the Council to consider any action against them should their concerns not prove to be verifiable.

2. Aims and Scope of this Policy

2.1 This policy aims to:-

- encourage persons to feel confident in raising serious concerns that they may have about practices and procedures
- provide avenues to raise those concerns and receive feedback on any action taken
- allow persons to take the matter further if they are dissatisfied with the Council's response
- reassure employees that they will be protected from possible reprisals or victimisation if they have made any disclosure

2.2 Areas covered by the Whistleblowing Policy include:-

- criminal or other misconduct
- breaches of the Council's Standing Orders or Financial Regulations
- contravention of the Council's accepted standards, policies or procedures
- disclosures relating to miscarriages of justice
- health and safety risks
- damage to the environment
- unauthorised use of public funds
- fraud, bribery and corruption
- sexual, physical and/or verbal abuse of any person or group
- other unethical conduct
- the concealment of any of the above

2.3 Any concerns about any aspect of service provision or the conduct of officers or Elected Members of the Council, or others acting on behalf of the Council, can be reported under the Whistleblowing Policy. This may be about something that:-

- Makes you feel uncomfortable in terms of known standards, your experience or the standards you believe the Council subscribes to; or
- Is against the Council's constitution and policies; or
- Falls below established standards of practice; or
- Amounts to improper conduct

3. When this Policy may not be appropriate

3.1 This policy is not a substitute for the Council's other policies and procedures on such matters as personal grievances, bullying and harassment, health and safety, safeguarding issues (children and/or adults) or complaints. It should also not be used to raise matters relating to an employee's own terms and conditions of service.

3.2 It is important to know the difference between a 'Whistleblow' and a 'grievance.' A Whistleblow has a public interest aspect to it, as it puts others at risk.

- 3.3 A grievance by contrast has no public interest factors, as it is a complaint about a particular employment situation. A grievance should be reported using the Grievance Policy, not this policy.
- 3.4 For example, a member of staff being formally interviewed on capability grounds, without previously having had any indication that their performance was not acceptable, may lead to a grievance complaint being made. Whilst a member of staff who observes colleagues sharing/selling confidential data to un-authorised others, should lead to a Whistleblow.
- 3.5 The policy is not to be used by members of the public to pursue complaints about services. These should be dealt with through the Council's Complaints Procedures.
- 3.6 This Policy is not to be used by members of the public to pursue complaints against councillors conduct. They should direct complaints in the first instance to the Monitoring Officer who will deal with their complaints under the Members Code of Conduct procedure.

4. Safeguards against Harassment or Victimisation

- 4.1 The Council recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal from those responsible for the malpractice. However, the Council will not tolerate any form of harassment or victimisation, and will take appropriate action to protect persons who have made a disclosure.
- 4.2 The Council is committed to good practice and high standards and endeavours to be supportive of persons who raise concerns under this Policy.
- 4.3 In all cases, the provisions of The Public Interest Disclosure 1998 (PIDA) will be adhered to.
- 4.4 The Enterprise & Regulatory Reform Act 2013 (ERRA) introduced a Public Interest test requirement on Whistleblowers. In order to receive the protection of PIDA, Whistleblowers will now have to show that they reasonably believe that the disclosure they are making is in the public interest.

5. Confidentiality

- 5.1 All concerns will be treated in confidence and the identity of the person raising the concern will not be revealed without his or her consent (subject to any legal requirements or decisions). At the appropriate time, however, the person may be expected to come forward as a witness.

6. Anonymous Allegations

- 6.1 This policy encourages you to put your name to any allegation wherever possible and receive the protection of PIDA as anonymous complaints are likely to be difficult to deal with effectively.

6.2 Concerns expressed anonymously will be considered at the discretion of the Council. In exercising this discretion the factors to be taken into account would include:-

- The seriousness of the issues raised
- The credibility of the concern; and
- The likelihood of confirming the allegation from attributable sources.

7. Untrue Allegations & Legal Protection

7.1 If you are a Council employee you are given legal protection by the Public Interest Disclosure Act 1998. You will qualify for this protection if you reasonably believe that the disclosure is in the public interest.

7.2 If you make what is known as a “qualifying disclosure” under the 1998 Act to your employer or certain other persons/bodies, it will be unlawful for the Council to subject you to any detriment (such as denial of promotion or withdrawal of a training opportunity), or to dismiss you, because of the disclosure.

7.3 Qualifying disclosures are disclosures of information where a Council employee reasonably believes (and it is in the public interest) that one or more of the following matters is either happening, has taken place, or is likely to happen in the future.

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.

7.4 Compensation may be awarded to you by an Employment Tribunal if the Council breaches the 1998 Act, following a successful claim for ‘detrimental treatment’.

8. How to raise a Concern under this Policy

8.1 Concerns may be raised normally in writing. Persons who wish to raise a concern should provide details of the nature of the concern or allegation in the following format:

- The background and history of the concern giving names, dates and places where possible.
- The reason why you are particularly concerned about the situation.
- Submit any relevant evidence or documentation.

8.2 The earlier you express the concern the easier it is to take action.

8.3 Although you are not expected to prove beyond reasonable doubt the truth of an allegation, you will need to demonstrate to the person contacted that there are reasonable grounds for your concern.

8.4 Employees may choose to be represented by a colleague or Trade Union representative.

Employees

- 8.5 Employees should normally raise concerns in the first instance with their Line Manager. Alternatively, dependent upon the nature, seriousness and sensitivity of the issues involved and the person suspected of malpractice you could approach;
- the Service Manager whom you feel would be the most appropriate
 - Internal Audit
 - the Head of Paid Service (responsible Officer for Safeguarding)
 - the Monitoring Officer
 - The Section 151 Officer
- 8.6 You may choose to contact a Prescribed Person. Prescribed persons, as prescribed under the Public Interest Disclosure Act 1998, are independent bodies or individuals that can be approached by whistleblowers where an approach to their employers would not be appropriate. Prescribed persons, which usually have an authoritative relationship with the whistleblowers' organizations, can be regulatory or legislative bodies, central government departments, arm's length bodies or charities and include all Members of Parliament. You may also contact the "Public Concern at Work" helpline if you wish to remain anonymous. The telephone number for this service is: 020 7404 6609.

Other Persons (including Elected Members)

- 8.7 Other persons can contact any of the following officers of the Councils directly:
- the Service Manager whom you feel would be the most appropriate
 - Internal Audit
 - the Head of Paid Service (responsible Officer for safeguarding)
 - the Monitoring Officer
 - The Section 151 Officer
- 8.8 Officers of the Councils can be contacted in writing, by telephone or by going through one of the Contact Centres. You can contact the Council through your elected Councillor if this is preferable or more convenient.
- 8.9 You may also choose to contact a body external to the Council such as the External Auditor or the Police or a Prescribed Person.

9 How the Council will respond to a concern raised under this Policy

- 9.1 The Officer with whom the concern was initially raised will respond in writing within ten working days:
- acknowledging that the concern has been received
 - indicating how it is proposed to deal with the matter
 - stating whether any initial enquiries have been made
 - supplying information on what support is available and stating whether further investigations will take place and if not, why not

- 9.2 Concerns raised under this Policy will be investigated by the investigating officer who will be appointed at the Council's discretion.
- 9.3 When conducting the investigation, the investigating officer may involve:-
- Internal Audit
 - Legal & Governance Services
 - Human Resources
 - the Police (in some circumstances the Council will have no choice but to inform the Police if it believes a criminal offence has been committed and may do so without informing the whistle blower)
 - an external auditor
 - The Monitoring Officer
 - The S 151 Officer
 - The Head of Paid Service (responsible Officer for safeguarding)
 - Any other person at the discretion of the investigating officer
- 9.4 The investigating officer should in the first instance inform any employee who is the subject of a Whistleblowing allegation of the allegation before a decision is taken as to what will happen with it. If the investigating officer determines that this would not be appropriate in the circumstances then he should seek guidance from the Monitoring Officer who may advise not to inform the employee at this stage of the process.
- 9.5 The investigating officer will make initial enquiries to decide whether an investigation is appropriate and if so what form it should take having regard to the law and the public interest.
- 9.6 If the investigating officer decides that a disciplinary investigation is the appropriate course of action to take, he/she will advise Human Resources who will instruct an appropriate person to conduct the disciplinary investigation and ensure that the investigation is carried out in accordance with the Councils' Disciplinary Policy.
- 9.7 Some concerns may be resolved by agreed action without the need for investigation.
- 9.8 It may be necessary to take urgent action before any investigation is completed.
- 9.9 The Council will take steps to minimise any difficulties that persons may experience as a result of raising a concern. For instance, if he or she is required to give evidence in criminal or disciplinary proceedings the Council will arrange for advice to be given about the procedure (but not about what answers to give).
- 9.10 The Councils accept that persons need to be assured that the matter has been properly addressed. Subject to legal constraints, the Council will inform the Whistleblower of the progress and outcome of any investigation.
- 9.11 It is important for persons to understand that making a Whistleblowing allegation doesn't give them anonymity, but does give them protection from harassment or victimisation.

10 The Responsible Officer

- 10.1 The Monitoring Officer has overall responsibility for the maintenance and operation of this Policy, and will maintain a record of concerns raised and the outcomes. This record will be in a form which does not compromise confidentiality and substantially in the form attached.
- 10.2 The Monitoring Officer will report as necessary to the Council.
- 10.3 The Investigating Officer must inform the Monitoring Officer of the receipt of a concern raised under this Policy, how they intend to deal with it and how the matter was concluded.

11. How the Matter Can Be Taken Further

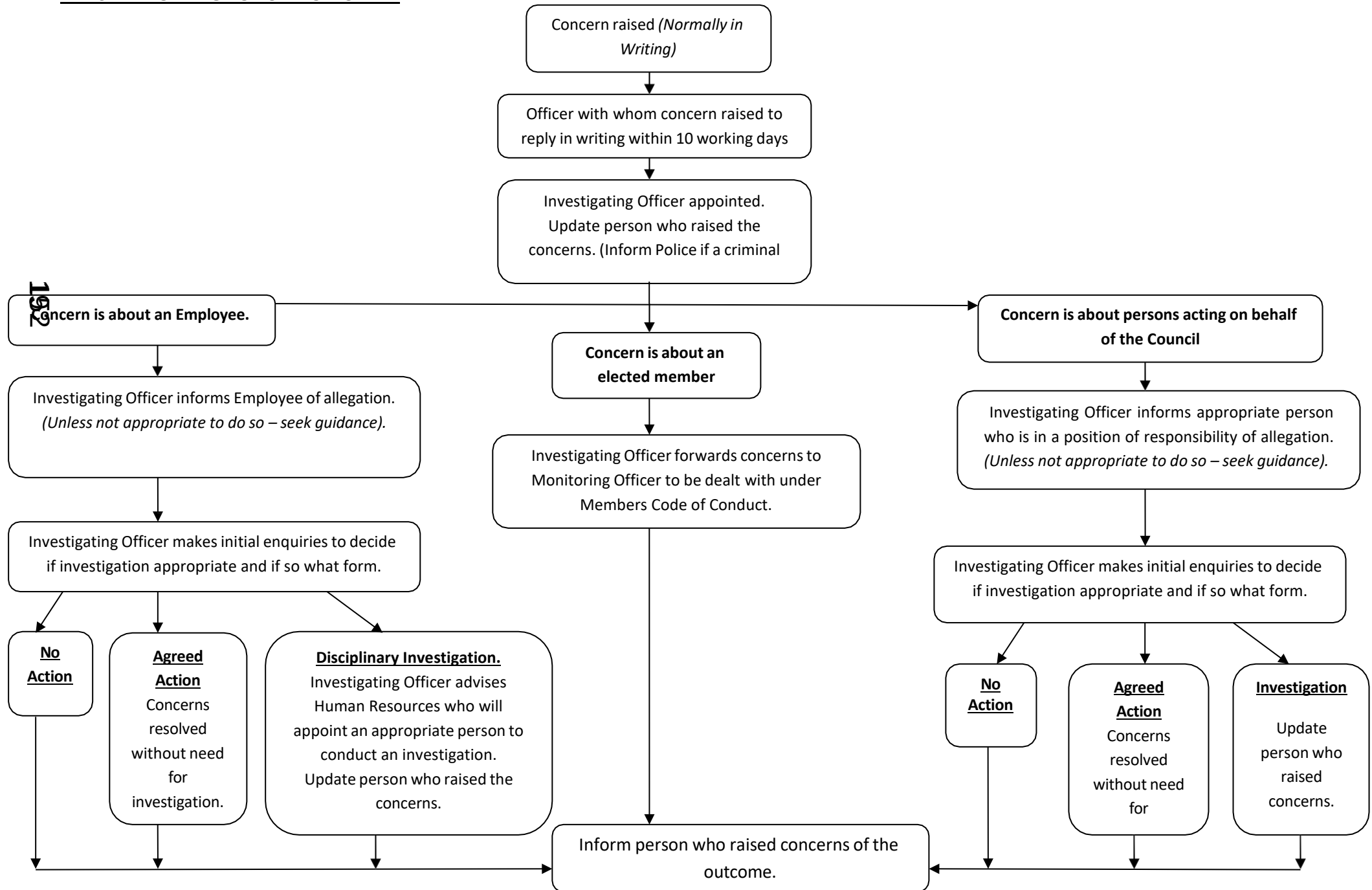
- 11.1 This Policy is intended to provide a process within the Council, through which appropriate persons may raise concerns. If at the conclusion of this process the person is not satisfied with any action taken or feels that the action taken is inappropriate, the following are suggested as further referral points:
- the Councils external auditor
 - Your Trade Union
 - Your local Citizens Advice Bureau
 - Relevant professional body or regulatory organisation
 - A relevant voluntary organisation
 - The Police
 - Your Solicitor
 - The Audit Commission
- 11.2 Advice should be taken before making an external disclosure and the internal procedure should normally have been followed first.
- 11.3 The Councils would not normally expect Whistleblowers to make disclosures to the press.

12. Whistleblowing Register

- 12.1 The Monitoring Officer in accordance with the Whistleblowing Policy of Bolsover District Council has overall responsibility for the maintenance and operation of this Policy, and will maintain a record of concerns raised and the outcomes. This record will be in a form which does not compromise confidentiality and substantially in the form below.

Number	Council	Details	Outcome
1/20xx			

WHISTLEBLOWING POLICY FLOWCHART



BOLSOVER DISTRICT COUNCIL

Meeting of the Standards Committee on 10th November 2025

Members Complaints

Report of the Director of Governance and Legal Services & Monitoring Officer

Classification	This report is Public
Contact Officer	Jim Fieldsend, Director of Governance and Legal Services & Monitoring Officer

PURPOSE/SUMMARY OF REPORT

- To provide a summary of the code of conduct process;
- To update on the complaints made against councillors in 2025

REPORT DETAILS

1. Background

- 1.1 All those working or serving in public life including M.P.s, councillors and employees are required to adhere to the Nolan Principles of Public Life, i.e selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- 1.2 Councillors are also required to agree to sign up to a code of conduct which is designed to regulate their behaviour in the form of a clear set of rules. Each council has its own code of conduct however many, like Bolsover District Council, will have adopted the Local Government Association's standard code. The code requires councillors to:
- Treat others with respect;
 - Not bully, harass or discriminate against people;
 - Act impartially;
 - To treat certain information as confidential;
 - Not to bring the Council or the role as councillor into disrepute;
 - Not to misuse the position as councillor;
 - Not to misuse Council resources;
 - Cooperate with any Code of Conduct investigation;
 - Comply with rules regarding disclosure of interest;
 - Comply with gifts and hospitality rules;
 - Undertake all mandatory training.

- 1.3 If a councillor fails to comply with the requirements of the code a complaint can be made to the Council's Monitoring Officer, who is responsible for maintaining councillor standards at both District and Town Council level.
- 1.4 When a complaint is made the Monitoring Officer will assess whether the councillor in question was a councillor at the time of the incident and whether he/she was acting as a councillor when the incident occurred. The Monitoring Officer is not concerned about incidents occurring whilst a councillor is acting in a private capacity. The Monitoring Officer will also consider whether, if proven, does the behaviour amount to a breach of the code.
- 1.5 If a complaint meets the basic criteria the Monitoring Officer will decide whether to undertake a more detailed investigation. Many breaches are of a nature where it is not in the public interest to justify a formal investigation. These breaches can be dealt with by the councillor accepting that there has been a breach and offering an apology or agreeing to some training. However occasionally a councillor will not accept that there has been a breach and the Monitoring Officer will appoint someone to investigate.
- 1.6 Where an investigation is held, if the investigator finds that no breach has occurred no further action will be taken. However where a breach is found to have been held, this can either result in more informal action, e.g. an apology or training or a formal hearing in front of the Standards Sub-Committee. If the Sub-Committee finds that the councillor has breached the code of conduct they have limited powers. For instance they can censure the councillor, they can recommend that they undertake training, they can recommend to the council concerned that they be removed from a position of responsibility. Currently there is no power to suspend a councillor from office, however the Government have recently consulted on proposals to strengthen the standards and conduct framework which includes a proposal to suspend councillors for more serious breaches and for persistent breaches. We are currently waiting to hear what the Government proposes to do following the consultation and this will be reported to a future Standards Committee.
- 1.7 Throughout the complaints process the Monitoring Officer will consult with someone known as an Independent Person. Currently the Council has three Independent Persons who act as a sounding board for the Monitoring Officer, two of which were recently appointed by the Council in its meeting on 8th October.

2. Details of Proposal or Information

- 2.1 Appendix 1 of the report sets out details of the complaints received in the current calendar year. So far at the time of writing we have processed 16 complaints. Some of the complaints are about more than one councillor and other complaints have been made by more than one complainants. Five complaints are currently under investigation or due to be investigated. Three complaints have resulted in councillors accepting they have breached the code and apologised to the

complainant. Two councillors resigned as a councillor soon after a complaint being made and no further action taken. The remainder of the complaints were not considered to be matters that fell under the jurisdiction of the member complaints regime

3. Reasons for Recommendation

- 3.1 To keep members of Standards Committee updated on code of conduct complaints.

4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options.

RECOMMENDATION(S)

That the Committee note the report.

IMPLICATIONS:

Finance and Risk		
Yes ☐	No ☒	
Details:		
On behalf of the Section 151 Officer		
Legal (including Data Protection)		
Yes ☒	No ☐	
Details:		
Section 28(6) and (7) of the Localism Act 2011 requires the Council to have arrangements in place under which allegations that a district town or parish councillor within its area has failed to comply with that authority's code of conduct can be investigated and decisions made on such allegations.		
On behalf of the Solicitor to the Council		
Staffing		
Yes ☐	No ☒	
Details:		
On behalf of the Head of Paid Service		

<u>Equality and Diversity, and Consultation</u>	Yes ☐ No ☒
Details: 	
<u>Environment</u>	
Yes ☐ No ☒	
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment Details: 	

DECISION INFORMATION:

☒ Please indicate which threshold applies:	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	Yes ☐ No ☒
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.	(a) ☐ (b) ☒
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.	(a) ☐ (b) ☒
District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:	All ☐

If Yes, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i> Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i> Leader ☐ Deputy Leader ☐ Executive ☐ SLT ☐ Relevant Service Manager ☐ Members ☐ Public ☐ Other ☐	Yes ☐ No ☐ Yes ☐ No ☒
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Links to Council Ambition: Customers, Economy, Environment, Housing

DOCUMENT INFORMATION:

Appendix No	Title
1	Councillor Complaints Received 2025

Background Papers
<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>

DECEMBER 2024

Appendix 1

BDC COMPLAINTS MADE AGAINST **COMPLAINTS RECEIVED 2025**

DATE OF RECEIPT	PART OF CODE OF CONDUCT ALLEGED TO HAVE BEEN BREACHED	PARISH/TOWN COUNCIL OR DISTRICT COUNCIL	WHETHER A POTENTIAL BREACH WAS FOUND	REASONS FOR DECISION/ ACTION
02/01	Failure to act with impartiality Failing to show respect	District Council	No	No evidence of failure to act with impartiality Not acting in councillor capacity with regards respect
12/01	Failing to show respect	District Council	No	Not acting in capacity as councillor
26/01	Failing to show respect- comments made during in a council meeting that complainant found offensive.	District Council	No	Councillor apologised for the offence caused.
03/02	Bullying Please note 2 complaints of bullying received at the same time. This is being treated as one complaint	Parish/Town Council	N/A	This is currently under investigation.

17/02	Respect/Bringing Council into disrepute	District Council	Yes	The Councillor has apologised for any offence caused
27/03	Bringing the Council into disrepute	Parish/Town Council	N/A	Insufficient evidence of a breach
27/03	Predetermination Please note this complaint has been made against 3 councillors arising from the same incident	Parish/Town Council	N/A	Actions did not amount to a breach of the code
27/03	Failing to show respect Please note this complaint has been made against 3 councillors arising from the same incident	Parish/Town Council	N/A	Actions did not amount to a breach of the code
07/04	Failure to respond to questions at a meeting.	Parish/Town Council	N/A	This is currently under investigation.

19/05	Failing to show respect	Parish Council	N/A	Councillor resigned before action
14/06	Disrepute- councillor not being honest in email communication.	District Council	N/A	This is currently under investigation.
20/06	Respect- councillor not being respectful in email communication	District Council	N/A	This is currently under investigation.
24/07	Respect- inappropriate comment during a Council meeting	District Council	Yes	The Councillor has apologised for any offence caused
01/08	Bullying	Parish/Town Council	N/A	Awaiting result of earlier investigation before determining how to proceed.
02/09	Respect following inappropriate remarks made at a meeting . Complaint received from several individual relating to the same incident.	Parish/Town Council	N/A	Councillor resigned before action

02/09	Various allegations of breach of code	Parish/Town Council	N/A	Investigation to be undertaken
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Standards Committee Work Programme 2025/26

Date of Committee	
12/05/2025	▪ Review of Constitution ▪ Annual Report of the Standards Committee 2024/25 ▪ Proposed Amendment to the Scheme of Delegation for Officers ▪ Members Training Attendance 2024/25
28/07/2025	Meeting cancelled
10/11/2025	▪ Review of Constitution (TBD) ▪ Whistleblowing Policy ▪ Compliments Comments and Complaints Annual Summary ▪ LGSCO Annual Letter and Report ▪ Complaints update
09/02/2026	▪ Review of Constitution (TBD) ▪ Gifts and Hospitality Annual Report ▪ Whistleblowing Policy Annual Report ▪ Regulation of Investigatory Powers Act 2000 Annual Report ▪ Complaints update
11/05/2026	▪ Review of Constitution (TBD) ▪ Proposed Amendment to the Scheme of Delegation for Officers ▪ Member Training Attendance 2025/26 ▪ Annual Report of the Standards Committee 2025/26 ▪ Complaints Update