

Frontline Resolution (via Contact Centre) (Stage 1) – 01/10/21-31/03/22

AREA	SUMMARY OF COMPLAINT	DEPARTMENT	NO. WORK DAYS
Clowne	missing bin caddy	Refuse	0
Bolsover	Missed assisted collections	Refuse	0
Bolsover	Delayed bin delivery	Refuse	0
Shirebrook	refuse policies	Refuse	2
South Normanton	bin refund	Refuse	2
Whaley Thorns	Complaint about the bin not being emptied	Refuse	1
Pinxton	bin delivery delays	Refuse	1
Pleasley	bin delivery delays	Refuse	2
Bolsover	New build bin delivery delays	Refuse	1
Pleasley	missed bins	Refuse	2
Barlborough	numerous missed bins	Refuse	3
Shirebrook	bins missed often	Refuse	1
South Normanton	Delayed bin delivery	Refuse	2
Stony Houghton	Missed burgundy bins	Refuse	2
Bramley Vale	Missed green bin	Refuse	0
Bramley Vale	Issues with bin collections	Refuse	0
Creswell	Delayed green bin delivery	Refuse	0
Tibshelf	Missed assisted collections	Refuse	1
Bramley Vale	Missed bin collections	Refuse	2
Whitwell	Work carried out to a council property	Property services	3
Bolsover	Bin order delays	Refuse	2
Creswell	Delayed black bin delivery	Refuse	2
Clowne	Delayed black bin delivery	Refuse	2
Barlborough	Delayed bin delivery	Refuse	2
Bolsover	Missed burgundy bins	Refuse	0
Bolsover	Delayed bin delivery	Refuse	3
Whitwell	Damage to property by contractors when working on neighbouring property	Repairs	2
Westhouses	Council property	Housing	2
Pleasley	Delayed bin delivery	Refuse	0
Bolsover	Missed burgundy bins	Refuse	0
Glapwell	Missed burgundy bins	Refuse	2
Creswell	Delayed bin delivery	Refuse	1
Clowne	Staff member	Housing Tenancy Management	8
Clowne	Bins not being put back in the correct presentation point.	Refuse	0
South Normanton	Delayed new build bins delivery	Refuse	2
Glapwell	carrying bin calenders in mouth - covid risk	Refuse	0
Whitwell	Missed bin collections	Refuse	0
Whitwell	Missed bin collections	Refuse	0
Barlborough	Bins regulary being missed	Refuse	3
New Houghton	Info given by CC advisor	Contact Centre	0
Clowne	house clearance	Refuse	1
Bolsover	Bins not being put back in the correct presentation point.	Refuse	0
Bolsover	Bin gone in the back of the lorry	Refuse	3
Shirebrook	Missed green bin	Refuse	1

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Creswell	mess left from workmen cutting trees down	Grounds maintenance	2
Clowne	Chase up re BDC380501115	Env Health	8
South Normanton	Hessian bag not being returned	Refuse	2
South Normanton	Damage caused to property	Refuse	1
Creswell	Wait time for replacement bin	Refuse	1
Hodthorpe	Assisted collections keep being missed	Refuse	1
Creswell	Assisted collections keep being missed	Refuse	1
Clowne	Wait time for replacement bin	Refuse	1
Hasland - out of area	Manner of driving by BDC staff member	Env Health	2
Creswell	Missed black bin collections	Refuse	10
New Houghton	repairs	Repairs	0
South Normanton	recycling collections	Refuse	0
Pinxton	trade waste	Refuse	0
Clowne	bin replacement wait times	Refuse	1
Bolsover	missed burgundy bin collections	Refuse	1
South Normanton	Bins regulary being missed	Refuse	1
Clowne	Staff member	Contact Centre	0
Pinxton	Incorrect info given by CA	Contact Centre	0
Newton	missed black bins	Refuse	1
Hodthorpe	missed assisted bin collections	Refuse	5
Bolsover	missed bin collections	Refuse	2
Creswell	missed bin collections	Refuse	1
pleasley	Refuse - driving of the lorry	Refuse	0
Creswell	New bin delivery delays	Refuse	0
Bolsover	Missed burgundy bins	Refuse	1
Whitwell	delayed burgundy bin order	Refuse	1
Bolsover	Missed bin collections	Refuse	1
Tibshelf	bin replacement not ordered	Refuse	1
Clowne	Litter picking	Grounds maintenance	1
Pleasley	Missed bulky collection	Refuse	1
Bolsover	missed assisted bin collections	Refuse	1
Pinxton	tree that needs cutting down	Refuse	1
South Normanton	grass cutting	Grounds maintenance	37
Whitwell	Missed bin collections	Refuse	12
Creswell	missed bin collections	Refuse	2
Shirebrook	new bin order delayed	Refuse	1
South Normanton	bin replacement delay	Refuse	1
South Normanton	bin crew	Refuse	0
Langwith	bin crew	Refuse	0
Shirebrook	assisted collection	Refuse	0
Shirebrook	replacement bin request	Refuse	0
Shirebrook	missed bin collections	Refuse	0
Bolsover	delayed bin delivery	Refuse	3
Bolsover	missed bin collections	Refuse	0
Shirebrook	replacement bin delays	Refuse	2
South Normanton	Missed recycling side waste	Refuse	1
Clowne	Delay with replacement bins	Refuse	2
South Normanton	Missed recycling side waste	Refuse	1
Mastin Moor	Smoke nuisance	Refuse	6
Bolsover	Missed bulky collection	Refuse	1

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Bolsover	Missed burgundy bin	Refuse	1
Clowne	Wait time for replacement bin	Refuse	1
Creswell	Wait time for replacement bin	Refuse	1
Bolsover	Item not taken on bulk collection	Refuse	1
Shirebrook	Assisted gardening request	Grounds maintenance	1
Shirebrook	missed green bin collection	Refuse	1
New Houghton	Tree cutting	Grounds maintenance	2
Clowne	missed burgundy bin collections	Refuse	1