

### Complex Formal Complaints 01/10/21 - 31/03/22

Date Received	Summary	Department
01/10/21	Customer is on the housing register and has bid on property and come 2nd. The person at number 1 didn't want the property but wasn't offered the property	Housing
05/10/21	Unhappy with nearby development	Planning
05/10/21	Not received a response from Housing	Housing
05/10/21	Hedge been taken out	Housing Housing Repairs Streetscene Services
07/10/21	Missed bin collection wants a reduction in CT	Streetscene Services Revenues & Benefits
12/10/21	Querying CT recovery/ Court process	Revenues & Benefits
14/10/21	Unhappy with timescale for bin deliveries	Streetscene Services Contact Centres
20/10/21	Reporting a nearby business for possible breach of planning and food hygiene regulations	Planning Environemntal Health
21/10/21	Unhappy with additional charges being added to CT bill	Revenues & Benefits
25/10/21	Unhappy with parking infringements	Community Safety Housing Repairs
26/10/21	Unhappy with information given at Council meeting	Governance
01/11/21	Unhappy with timescale for bin deliveries	Streetscene Services
01/11/21	Unhappy with advice about door	Housing Housing Repairs
01/11/21	Unhappy accident wasn't reported	Leisure
01/11/21	Neighbour's bin keeps getting missed	Streetscene Services Contact Centres
01/11/21	Enquiry about recycling	Streetscene Services
29/10/21	Unhappy with bin collection times	Streetscene Services
12/11/21	Unhappy with recycling collection and CT	Streetscene Services Revenues & Benefits
15/11/21	Unhappy with planning permission to develop in Clowne and incorrect information in Bolsover Vision (FOI element sent to Performance)	Planning Communications
15/11/21	Says smoke from upstairs flat is seeping into his property	Housing Repairs
17/11/21	Says Refuse Operatives have damaged a garden ornament	Streetscene Services
18/11/21	Burgundy bin missed on numerous occasions	Streetscene Services
19/11/21	Unhappy with enforcement action says he had paid for the waste to be removed 3 years ago and it wasn't taken	Streetscene Services Environmental Health Contact Centres

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08/11/21	Complaint about the extraction flue at a neighbouring business and waste accumulations	Environmental Health Planning
23/11/21	Complaint about the service, lack of support and lack of contact from Revenues regarding outstanding C.Tax payments after unforeseen change in circumstances.	Revenues & Benefits
24/11/21	Complaint about bulk collection service booked on 19 November for a 3 seater settee and foot stool. Part of settee not removed on day of collection. Issues also with contacting the department to try and resolve the issue.	Waste Collection & Recycling
25/11/21	Complaint about new development and traffic	Planning (& DCC)
07/12/21	Querying CT recovery/ Court process	Revenues & Benefits
06/12/21	Wants Council property, DV issues	Housing
09/12/21	Council Officers not wearing masks	Leisure
22/12/21	Wants priority housing	Housing
23/12/21	Various issues	Community Safety Environmental Health
20/12/21	Parking issues in S/N	Planning DCC
04/01/22	Where did Council get money to provide staff bonus and why was it not spent on other services?	Finance
05/01/22	Parking at The Arc	Leisure Property Services
10/01/22	Cost of easement	Planning Property Services
10/01/22	Test & trace payment	Revenues & Benefits
10/01/22	Bins not collected	Streetscene Services
17/01/22	Problems with heating	Housing Repairs Housing
21/01/22	Unhappy with planning application	Planning
25/01/22	Untidy garden next door	Housing Community Safety
25/01/22	Unhappy with permissions for driveway	Housing Repairs Planning
25/01/22	Not happy with how dealt with when contacting CC	Contact Centres
28/01/22	Not happy with recharge for house clearance/ waste	Streetscene Services Housing
28/01/22	Housing Register Banding complaint	Housing
01/02/22	Complaint about BDC owned land	Legal Property Services
10/02/22	Complaint about how treated by EH	Environmental Health Performance

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Date Received	Summary	Department
10/02/22	Small denomination change given at CC kiosk	Contact Centres
11/02/22	Complaint about draughts at property - not happy with inspectors advice - requested Cavity Wall Insolation needs inspecting.	Housing Housing Repairs
15/02/22	Complaint about the separated paper recycling, from hessian bag, being tipped into red bin and emptied as one into same section on lorry.	Streetscene Services.
15/02/22	Complaint concerning advice given by 'Mick' for updating garage tenancy and named tenant details and consequence of following advice given by Mick resulting in money owing.	Housing
01/03/22	Complaint concerning neighbours outside light, resident requesting that the light be moved back to above the door.	Housing Housing Repairs
07/03/22	Complaint about bin presentation points	Streetscene Services
10/03/22	Tenancy issues	Housing Housing Repairs
10/03/22	Unhappy with neighbour fastening gate to wall and lighting fires	Housing Housing Repairs Community Safety Environmental Health
15/03/22	Complaint concerning outstanding roof repair work. Reported over two years ago.	Housing Repairs
18/03/22	Various repairs issues	Housing Repairs
21/03/22	Unhappy with handling of a planning application	Planning
22/03/22	Believes the wrong type of cowl has been fitted during regeneration work	Property Services
28/03/22	Burgundy bin collection has been missed 10x	Streetscene Services Contact Centres
28/03/22	Presentation point for bin has been changed	Streetscene Services