

Received

Reference	Authority	Category	Received
23005737	Bolsover District Council	Planning & Development	24/07/23
23006337	Bolsover District Council	Housing	02/08/23
23011074	Bolsover District Council	Housing	26/10/23
23011372	Bolsover District Council	Benefits & Tax	26/10/23
23011551	Bolsover District Council	Corporate & Other Services	29/10/23
23017794	Bolsover District Council	Housing	19/02/24
23019048	Bolsover District Council	Corporate & Other Services	26/02/24
23020164	Bolsover District Council	Housing	15/03/24

Decided

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
23005737	Bolsover District Council	Planning & Development	17/08/23	Closed after initial enquiries	Not warranted by alleged fault		
23006337	Bolsover District Council	Housing	02/08/23	Referred back for local resolution	Premature Decision - advice given		
23011074	Bolsover District Council	Housing	26/10/23	Referred back for local resolution	Premature Decision - advice given		
23011372	Bolsover District Council	Benefits & Tax	26/10/23	Referred back for local resolution	Premature Decision - advice given		
23011551	Bolsover District Council	Corporate & Other Services	08/11/23	Closed after initial enquiries	Not warranted by alleged injustice		
23017794	Bolsover District Council	Housing	27/03/24	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
23020164	Bolsover District Council	Housing	15/03/24	Incomplete/Invalid	Insufficient information to proceed and PA advised		

Compliance

No compliance data recorded during the period.

Notes

Explanatory notes

Cases received

Cases with a recorded received date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024.

Cases decided

Cases with a recorded decision date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024. Some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

We report our decisions by the following outcomes:

Invalid or incomplete: We were not given enough information to consider the issue.

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.

Upheld: We completed an investigation and found evidence of fault, or we found the organisation accepted fault early on.

Not upheld: We completed an investigation but did not find evidence of fault.

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2023 and 31 March 2024. Status as of 15 May 2024. 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 15 May 2024 of a remedy achieved before 31 March 2024, 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.