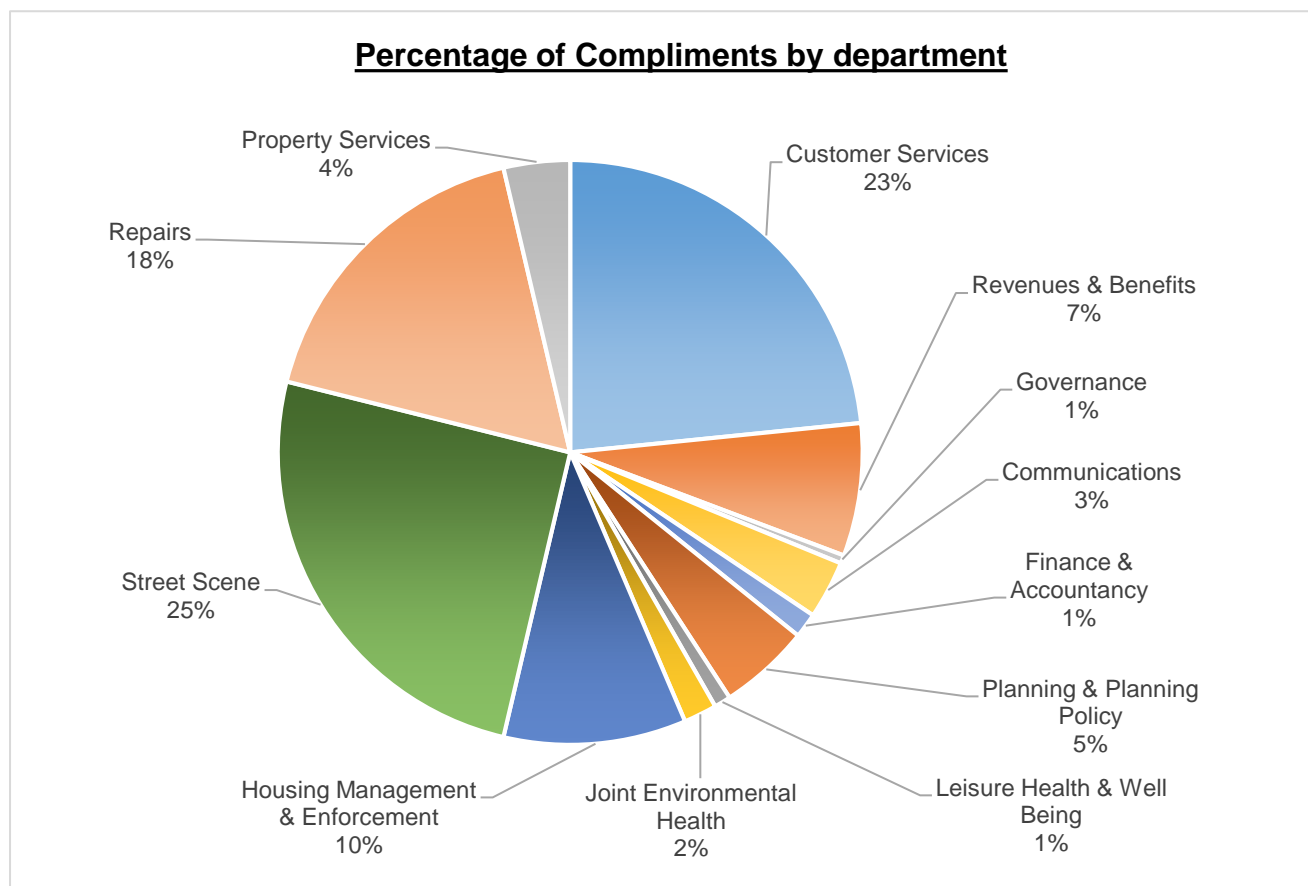


Appendix 1. Compliments, Comments and Complaints for 2023/24

A. Compliments by department 1/04/23 – 31/03/24

A - Compliments 1/4/23 - 31/3/24		
Services Directorate	Customer Services	51
	Revenues & Benefits	16
	Governance	1
	Communications	7
	Finance & Accountancy	3
Strategy Directorate	Planning & Planning Policy	11
	Leisure Health & Well Being	2
	Joint Environmental Health	4
	Housing Management & Enforcement	22
	Street Scene	55
Dragonfly Development Ltd	Repairs	38
	Property Services	8

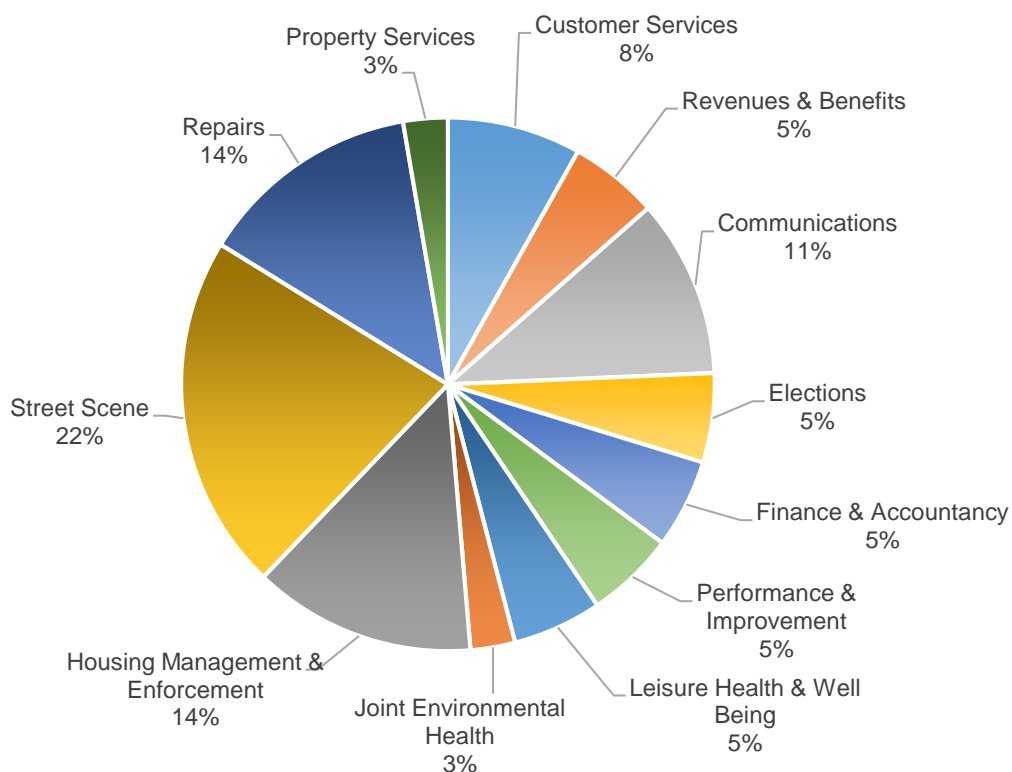


Compliments Included:	
Customer would like to thank the Council's Communications team; they are very appreciative to have the support of the Council promoting and sharing events and information. It helps them connect all together, it is really an invaluable service. It bridges the 'gap' between the Council and residents/businesses.	Communications.
Customer would like to thank the Customer advised for their help with their housing application. The advisor was wonderful and listened very well.	Contact Centre
Customer has complimented the Customer Advisors. They said it's easy to get the help needed, staff are always very friendly, helpful and nothing is too much trouble. No bad attitudes.	Contact Centre
Customer would like to pass on their commendation the Outreach worker who has been out to their property to help them. The worker was very kind, helpful and went above and beyond for them and they were very happy for the help received.	Environmental Health
Customer would like to thank the ranger for fitting the safe and secure system at their property as they felt really vulnerable with anti-social behaviour teenagers around. They are amazed that the council do this and were also really happy with their advice.	Housing
Would like to thank the Planning Officer for their quick work and has commented that the way the application has been managed is the best they have experienced from a local authority in some time.	Planning
Customer would like to thank the Business Centres Manager and the Business Estate Officer for providing an exceptional experience during the tenancy. Their dedication and care were evident from day one, and they consistently went above and beyond to ensure the needs were met. From prompt communication to resolving any issues efficiently, their professionalism and attention to detail were truly commendable.	Property Services
Would like to thank the operative who fixed their radiators this morning, they were lovely, chatty, respectful, and overall, just amazing.	Repairs
Customer would like to pass on their compliments to the two plumbers who attended their property for work to be carried out. They were polite, did a good job and cleaned up after themselves. Superb is the word they wish to use!	Repairs
Customer would like to thank the Recovery section for always being so understanding and helping them to pay off their balance. They are very grateful for everything the team has done for them. Customer teared up on the phone as the Council have always been so lovely.	Revenues
Customer would like to thank the recycling coordinator as they went above and beyond their duties, they were helpful, listened and solved the customers problems in one visit. Customer commented that they are an invaluable asset to Bolsover District Council.	Street Scene
Wanted to thank the Refuse member of staff who assessed their broken bin. Their manner was lovely, and they explained both options (repair or replace). They are very happy with the service, and they were very attentive. They also made the customer feel at ease.	Street Scene

B. Comments by department 1/04/23 – 31/03/24

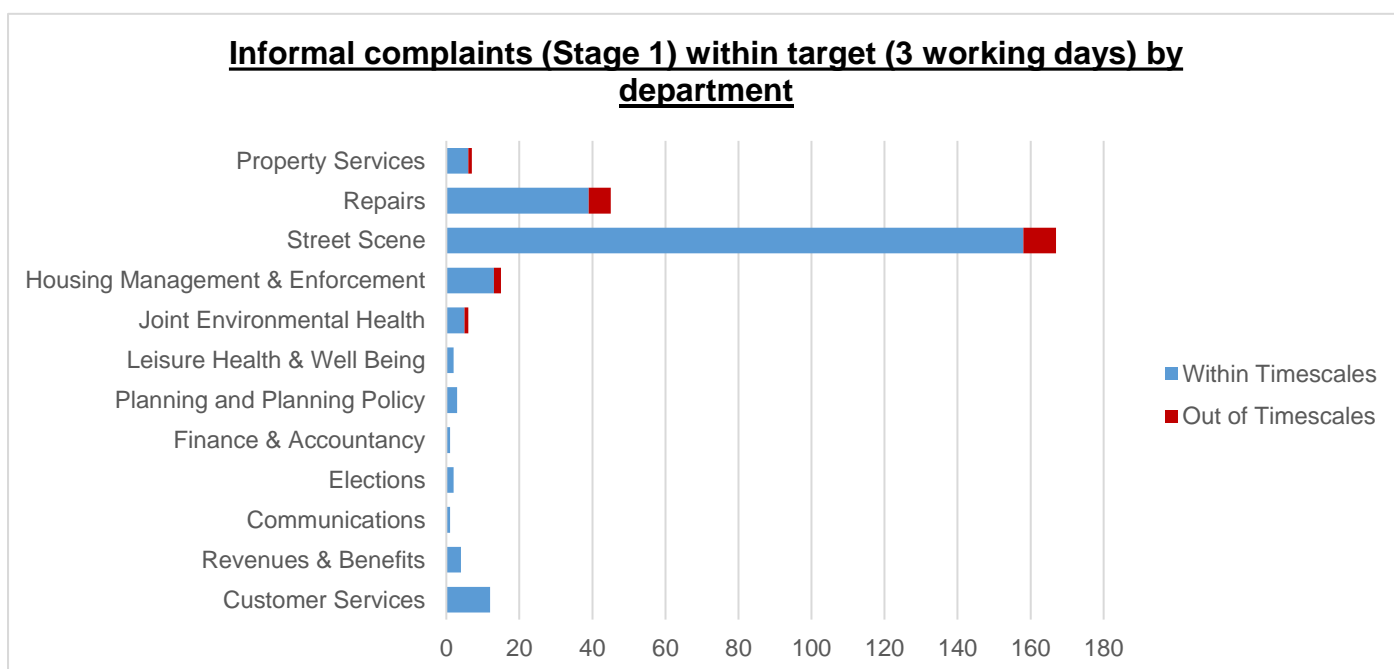
B- Comments 1/4/23 - 31/3/24		Number
Services	Customer Services	3
	Revenues & Benefits	2
	Communications	4
	Elections	2
	Finance & Accountancy	2
Strategy	Leisure Health & Well Being	2
	Joint Environmental Health	1
	Housing Management & Enforcement	5
	Street Scene	8
Dragonfly Development Ltd	Repairs	5
	Property Services	1

Percentage of Comments by department



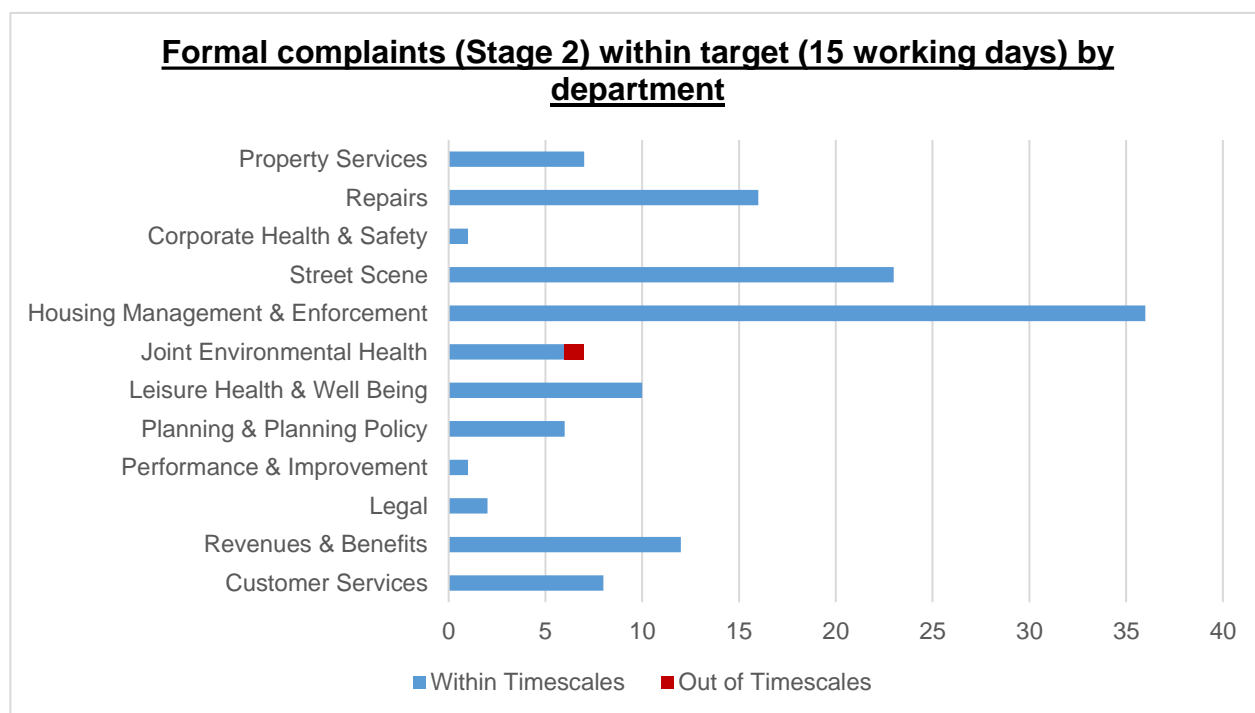
C. Frontline resolution complaints (S1) by department 1/04/23 – 31/03/24

C - Frontline Resolutions (Stage 1) complaints via Contact Centre 1/4/23 – 31/3/24		Number	Within Timescale (3 working days)	Out of Timescale
Services	Customer Services	12	12	0
	Revenues & Benefits	4	4	0
	Communications	1	1	0
	Elections	2	2	0
	Finance & Accountancy	1	1	0
 				
Strategy	Planning and Planning Policy	3	3	0
	Leisure Health & Well Being	2	2	0
	Joint Environmental Health	6	5	1
	Housing Management & Enforcement	15	13	2
	Street Scene	167	158	9
 				
Dragonfly Development Ltd	Repairs	45	39	6
	Property Services	7	6	1



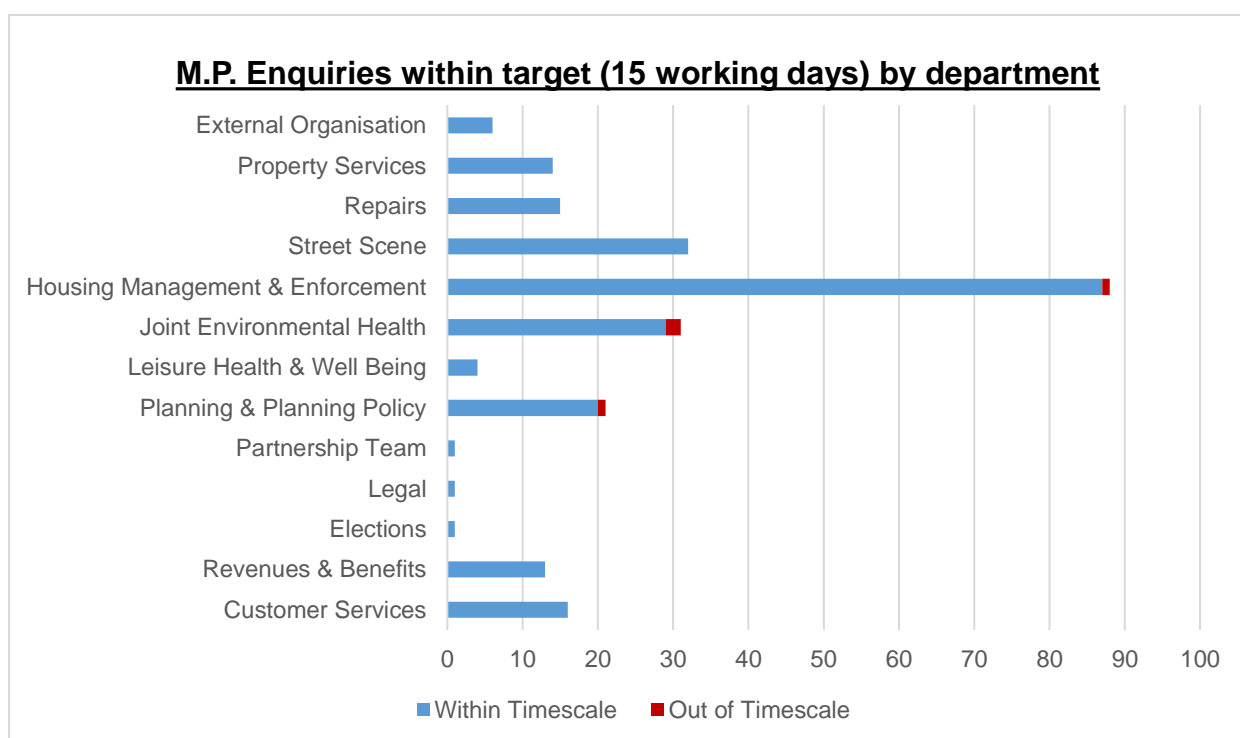
D. Formal Investigation complaints (S2) by department 1/04/23 – 31/03/24

D - Formal Investigations (Stage 2) complaints 1/4/23 – 31/3/24		Number	Within timescale of 15 working days	Out of Timescale
Services	Customer Services	8	8	0
	Revenues & Benefits	12	12	0
	Legal	2	2	0
	Performance & Improvement	1	1	0
Strategy	Planning & Planning Policy	6	6	0
	Leisure Health & Well Being	10	10	0
	Joint Environmental Health	7	6	1
	Housing Management & Enforcement	36	36	0
	Street Scene	23	23	0
	Corporate Health & Safety	1	1	0
Dragonfly Development Ltd	Repairs	16	16	0
	Property Services	7	7	0



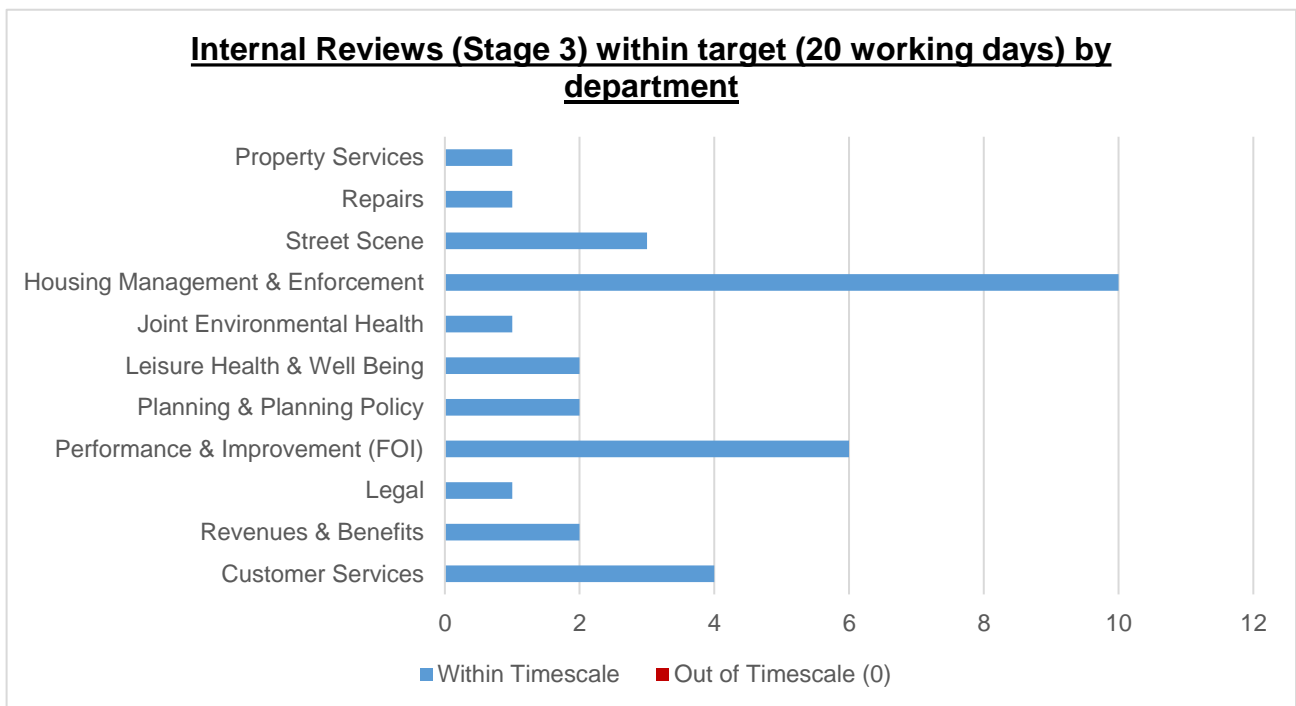
E. M.P. Enquiries by department 1/04/23 – 31/03/24

E - M.P. Enquiries 1/4/23 – 31/3/24		Number	Within timescale of 15 working days	Out of Timescale
Services	Customer Services	16	16	0
	Revenues & Benefits	13	13	0
	Elections	1	1	0
	Legal	1	1	0
	Partnership Team	1	1	0
Strategy	Planning & Planning Policy	21	20	1
	Leisure Health & Well Being	4	4	0
	Joint Environmental Health	31	29	2
	Housing Management & Enforcement	88	87	1
	Street Scene	32	32	0
Dragonfly Development Ltd	Repairs	15	15	0
	Property Services	14	14	0
External Organisation		6	6	0



F. Internal Review complaints (S3) by department 1/04/23 – 31/03/24

F - Internal Reviews (Stage 3) complaints 1/4/23 – 31/3/24		Number	Within timescale of 20 working days	Out of Timescale
Services	Customer Services	4	4	0
	Revenues & Benefits	2	2	0
	Legal	1	1	0
	Performance & Improvement (FOI)	6	6	0
Strategy	Planning & Planning Policy	2	2	0
	Leisure Health & Well Being	2	2	0
	Joint Environmental Health	1	1	0
	Housing Management & Enforcement	10	10	0
	Street Scene	3	3	0
Dragonfly Development Ltd	Repairs	1	1	0
	Property Services	1	1	0



G. Ombudsman complaints summary for 2023/24

G – Ombudsman’s Summary	Ombudsman	Date Received	Departments Involved	Date Decision Letter Received	Ombudsman Decision
Mrs X says the Council failed to follow due process when assessing her neighbour's planning applications for a boiler flue as it did not properly consider the impact of the smoke of residential amenity.	LGSCO	24/07/2023	Environmental Health Planning	17/08/2023	We will not investigate this complaint about the Council's consideration of planning applications for a boiler flue. It is reasonable to expect the complainant to have contacted us sooner. Updated letter 7/9/23 We will not investigate Mrs X's complaint because there is not enough evidence of fault in the way the Council handled the planning applications, and the claimed injustice does not directly flow from the alleged fault.
Mr X complained about the conduct of a councillor which Mr X said could result in sensitive information being available to the public under freedom of information rights. Mr X is unhappy that the Council decided not to progress the complaint.	LGSCO	Not given	Councillors	08/11/23	The injustice Mr X claims from his complaint is speculative and not sufficient to justify our further involvement. In addition, the concerns Mr X raises about data security are best dealt with by the Information Commissioner’s Office (ICO) which is the UK’s independent regulator in respect of data protection matters.

<p>The complainant (Miss R) complains about the Council's handling of alleged antisocial behaviour being perpetrated by her neighbour. She says this is causing her to feel unsafe in her home and wants the Council to remove its tenants.</p>	<p>HO</p>	<p>19/02/24</p>	<p>Housing</p>	<p>27/03/2024</p>	<p>The Housing Ombudsman deals with these types of complaints. We cannot by law investigate the issues Miss R raises and the restriction I outline at Paragraph 2 (above) applies. We cannot investigate this complaint as we have no legal jurisdiction to do so.</p>
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LGSCO* Local Government Ombudsman
HO* Housing Ombudsman