



# Housing Complaints Performance

## 2023-2024

Volume of complaints and customer contacts for 2023/24:

<b>61</b> Compliments	<b>10</b> Comments	<b>95</b> M.P. Enquiries
<b>104</b> Stage One Complaints	<b>10</b> Stage Two Complaints	<b>51.1%</b> satisfied with complaint handling

For a copy of the annual report and self-assessment go to:  
The Ombudsman ([bolsover.gov.uk](http://bolsover.gov.uk))

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**W:** [www.bolsover.gov.uk](http://www.bolsover.gov.uk)

Some customer contacts and complaints cover more than one team in the housing service.

Team	Compliments	Comments	M.P. Enquiries	Stage One	Stage Two
Careline	4	0	0	6	1
Community Safety & Enforcement	10	3	19	9	3
Housing Allocations	7	1	59	17	2
Rent	0	0	3	4	1
Tenancy Management	1	2	12	11	5
Dragonfly Management (Repairs and Maintenance)	40	5	15	62	1
<b>Total</b>	<b>62</b>	<b>11</b>	<b>108</b>	<b>109</b>	<b>13</b>

## Compliments on our services

When analysing the compliments received in 2023/24, Dragonfly Management received the most compliments, followed by the Community Safety and Enforcement team and Housing Allocations, respectively.



*“Customer came in and thanked the Ranger for a quick prompt action on helping remove a vehicle blocking mobility access.”*



*“Customer would like to thank the welfare adaptations team who responded quickly to fitting a wet room.”*



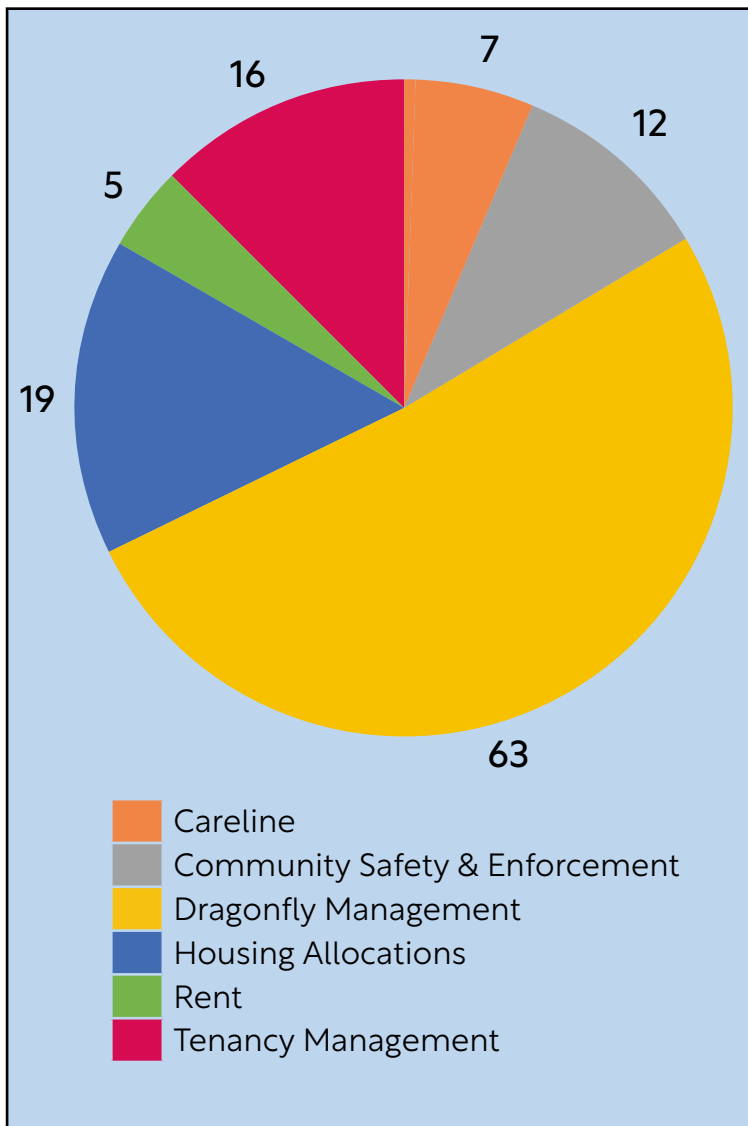
*“Customer would like to thank the ranger who fitted the alarm who was so lovely. The council has a great team of really helpful rangers.”*



*“Customer would like to thank the customer advisor and the repairs team for their prompt response.”*

# Themes and trends in the complaints received

## Total complaints received by team

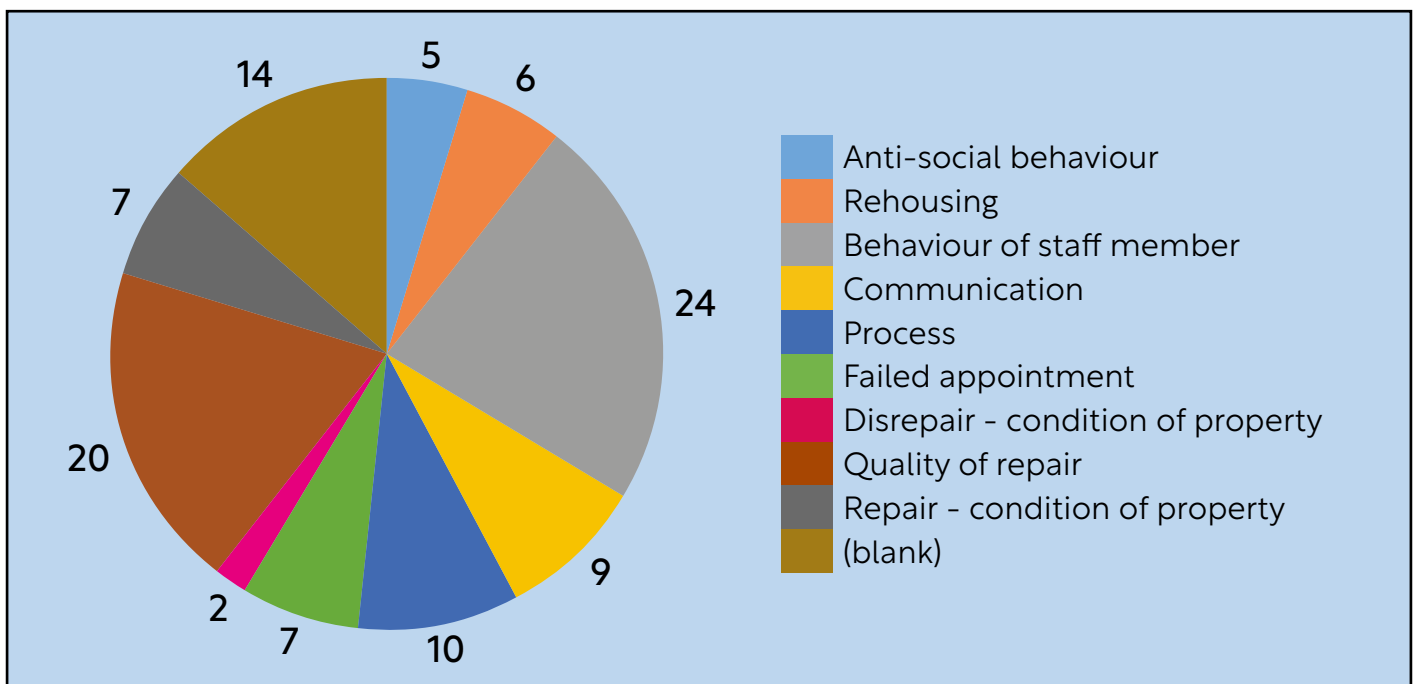


62 of the Stage One complaints related to the Dragonfly Management team. When assessing those complaints by theme, they account for nearly two thirds of the complaints related to 'behaviour of staff member'.

For the complaints received at Stage Two, the largest proportion related to Tenancy, closely followed by Community Safety & Enforcement and Housing Allocations.

When analysing the themes of the complaints, the most common factor was behaviour of staff member, followed by quality of repair. However, there were two further themes related to condition of property adding further weight to the investigation on the quality of the repairs service. 14 of the complaints had no clear theme.

## Complaints by theme



## Improvements 2023/24

- The Compliments, Comments and Complaints Policy and Customer Service Standards have been updated to meet the requirements of the Housing Ombudsman Complaint Handling Code, with revised customer leaflets and refreshed mandatory staff training.
- The Council have streamlined complaints onto one corporate system for effective monitoring. Previously initial repairs complaints were reported separately within the main Housing system.
- Complaints can now be raised or escalated verbally or in writing. Customers can request a verbal response following Housing Ombudsman guidance; however the Council will also give a written response together with a verbal response.

## Forward Improvements 2024/25

- New quarterly reports to tenants showing trends, improvements required and opportunities for tenants to review complaint responses.
- Articles within the Bolsover Homes Tenants Newsletter and via the Council's website, highlighting service improvements as a result of complaints.
- All tenants informed of the complaints process as part of the property sign-up procedure and new tenancy visits and given advice on how to contact the Council should they wish to make a complaint.
- From 1 April 2024, the Council will keep a formal record of any complaint refused.

### ACCESS FOR ALL STATEMENT

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- **Phone** – 01246 242424
- **Email** – [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- **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.