

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 16th June 2025

Compliments, Comments and Complaints Report 24/25 1st January 2025 to 31st March 2025 and Annual Summary

Report of the Portfolio Holder for Health and Wellbeing

Classification	This report is Public
Contact Officer(s)	Lesley Botham Customer Service, Complaints and Standards Manager

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards for the period 1st January 2025 to 31st March 2025 and also the 2024/25 overall performance.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
 - To provide information on the number of compliments, comments and complaints for the period 1st January 2025 to 31st March 2025 and also the 2024/25 overall performance.
 - To provide an Annual Summary on the above for 2024/2025.
 - To make Elected Members aware of performance and improvements in relation to its Customer Service Standards and the effective management of complaints.
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REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

2. Details of Proposal or Information

2.1 Customer Service Standards

Appendix 1 and 2 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

2.1.1 Revenues & Benefits (Appendix 1)

Target – Revenues 70% of incoming calls to be answered within 20 seconds.

Revenues achieved **88%** for Q4.

Cumulatively performance is **87%** for the year 2024/25, which exceeds the target of 70%.

Target – Benefits 80% of incoming calls to be answered within 20 seconds.

Benefits achieved **95%** for Q4.

Cumulatively performance is **95%** for the year 2024/25, which exceeds the target of 80%.

In Q4, Revenues received 2819 emails and Benefits received 1151. In Q3, Revenues received 2299 emails and Benefits received 1037. This data has only been collected from October 2024.

2.1.2 Contact Centres (Appendix 1)

Telephones

Target - 80% of incoming calls to be answered within 20 seconds.

Contact Centres achieved **79%** for quarter Q4 (**18,508** calls answered).

Cumulatively performance is **77%** for the year 2024/25 which has not met the target of 80%.

E-mails

Target 1 - 100% to be acknowledged within 1 working day.

Target 2 - 100% to be replied to within 8 working days.

For this reporting period, 1st January 2025 to 31st March 2025:

- **8101** email enquiries (in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day.
- **100%** were replied to in full within 8 working days cumulatively for Q4.

Overall, for the year 2024/25 a total of 32,382 emails were received and 100% were answered within 8 working days.

Live Chat

Target - 90% of incoming Live Chats to be answered within 20 seconds.

Contact Centres achieved **89%** for Q4. 618 chats were answered out of 630.

Cumulatively performance is **89%** for the year 2024/25 which is just below the target of 90%.

Face to Face

Next Face to Face monitoring is scheduled week commencing 11th November 2025 across all Contact Centres and the Meet & Greet reception desk.

2.1.3 Corporate Telephone Standard (Appendix 2)

Target - 90% to be answered within 20 seconds.

Appendix 2 shows the performance between 1st January 2025 and 31st March 2025 by quarterly period.

The report identifies Q4 **91%** of incoming calls are being answered corporately within 20 seconds cumulatively, which is above standard.

The majority of departments achieved and exceeded the corporate target of 90%, with the exception of the following departments Revenues & Benefits, Planning & Planning Policy and Environmental Health.

Cumulatively performance is **91%** for the year 2024/25 which is above target of 90%.

Target – 10% Unanswered Calls (Abandoned)

Appendix 2 shows the performance between 1st January 2025 and 31st March 2025 by quarterly period. The report identifies Q4, **7%** of all incoming calls direct to service areas are not being answered, which is within target. Service areas not meeting target are highlighted on Appendix 2.

Cumulatively performance is **7%** for the year 2024/25 which is within the target of 10%.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of compliments received for the period by department. In total **59** compliments were received during Q4 1st January to

31st March 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms
Compliments received Q4 - **8**

Comments

Appendix 3 (B) shows the number of comments received for the period Q4 1st January to 31st March 2025, **15** Comments were received and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

Go Active - Customer Feedback Form
Comments and Suggestions received Q4 - **14**

Complaints

Stage 1

Appendix 3 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **59** stage 1 complaints were recorded in Q4 1st January to 31st March 2025 and **10** M.P. enquiries during this same period.

The decrease in the number of M.P. enquiries received is acknowledged.

During discussions with the M.P., the Complaints team highlighted the scope of the Council's complaints policy. The M.P.'s office has advised that most cases received are concerning housing decisions which fall outside the scope of the Council's complaints policy. As a result, the M.P.'s office has created email and letter templates to accurately signpost customers.

100% stage 1 complaints and **100%** M.P. enquiries were responded to within the Council's customer service standard of 10 working days.

Stage 2

Appendix 3 (E) shows the number of stage 2 complaints received for the period by department. These are complainants who have already made a stage 1 complaint and still feel dissatisfied. During this period **14** stage 2 complaints were received.

94% stage 2 complaints were responded to within the Council's customer service standard of 20 working days (1 stage 2 complaint was sent on the 21st working day).

Ombudsman

3 Ombudsman (Local Government) complaints were received for investigation during Q4 period 1st January to 31st March 2025. No fault was found by the Local Government Ombudsman for any of these complaints.

Service Improvements

The following service improvements have been identified in Q4:

Reference Number	Description	Improvement
7488 (Comment)	Customer would like to suggest that a staff member works through the Christmas and New Year to answer emails. The email regarding a missed trade bin did not get actioned	Changes in trade waste collection days during the Christmas period will be sent by postal letter or email in the future (rather than by note under the lid).
7489	Customer is not happy that the Contractors carrying out the Stock Condition Survey did not arrange an appointment as requested	If the Council does any Stock Condition Surveys again or anything similar, the Council will ensure an established way of sharing data at the beginning of contracts.
7496	Customer is not happy that their recycling side waste has not been collected or with the attitude of a Customer Advisor.	Edit to the CIS script to remove the words 'if possible' regarding opaque or clear bags being used for excess recycling.
7498	Customer has complained that a Planning Officer Report has been changed following an appeal to the Planning Inspectorate.	The Council will either ensure reports are not saved within the shared agenda folder before they have been checked and signed off or establish a new procedure that agendas cannot be prepared prior to them being signed off.
7507	Customer is not happy that their repair has taken multiple jobs to fix.	Complaints will review Case Viewer once a week to ensure that cases cannot be missed.
7520	Customer has complained the Council have not provided enough notice regarding the demolition of their outhouse.	Decision to provide all properties whose outbuildings are due to be demolished with replacement storage.
7535	Customer is not happy with the communication they	Steps are being taken to prevent prolonged delays in

	have had with the Business Rates Team resulting in a large bill.	the future. This includes increased staffing resources which means the inbox can be checked more frequently.
7537	Customer has complained that the Grounds Maintenance Team have caused damage to their property and left the garden a mess following the work.	The Grounds Maintenance team will receive additional training to ensure the quality of the service including how tasks are managed, improved communication, that all items are handled with care and all properties are treated with respect.
7568	Customer has complained regarding the attitude of a Repairs Planned and that their request for visits to be prearranged was not followed.	The Repairs Team have changed their working practices and external follow on works will now be contacted and receive an appointment date.
7573	Customer has complained regarding the disabled parking at the Arc.	The Leisure Department will write to clubs to reiterate disabled bays should only be used by those with blue badges.
7580	Customer complained regarding the length of time it has taken to send a response and the enquiry not being answered fully.	Edit to Customer Advisors email templates for complaints when a customer does not provide enough contact details for Customer Advisors to log a complaint. As well as providing the self-service link as usual, added in template to request information so Advisors can log it for them.
7590	Customer has complained about the Planning departments lack of communication concerning two developments within Clowne.	The Planning department have implemented an automated acknowledgement email which informs customer of the 8 working day corporate response timescale and provides signposting.
7503	The customer has escalated his complaint regarding a payment made at the Contact Centre.	Shirebrook Contact Centre has now had CCTV installed which to assist with any future issues.
7525	Customer has escalated their claim regarding the Tenancy Management Officer.	All Housing Officers have been reminded that a tenant should be alerted to their presence at a property.

7557	Customer is not happy regarding an issue that is being reviewed by Environmental Health	Including changes to how Officers follow guidance provided by the CIEH when issuing notices to ensure mental health and wellbeing of residents is taken into account in future cases. Advised EH letters must contain specific legal wording but a review has been requested of general correspondence to mitigate distress.
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CCC Annual Summary for 2024/25

The following tables provide a summary of performance for compliments, comments and complaints for 2024/25, with comparative data from previous years.

Volume and Performance

Volume by type	2024/25 Total	2023/24 Total	2022/23 Total	2021/22 Total
Compliments	268	203	160	187
Comments	33	33	24	23
M.P. enquiries	46	213	235	126
Informal Complaints (S1)	N/A removed from April 2024	265	311	447
Formal Complaints Stage 1 from April 2024	302	103	116	117
Internal Review Complaints Stage 2 from April 2024	57	27	27	39
Total	706	844	873	938
% Comments acknowledged within standard (target 5 working days)	100%	100%	100%	100%
% Stage 1 responded to within standard (target 100%)	99%	98%	88%	91%
Average response in days (target 10 working days)	5	9	10	11

% Stage 2 responded to within standard (target 100%)	98%	100%	92%	82%
Average response in days (target 20 working days)	13	12	18	16

When comparing 2024/25 to the previous year 2023/24, the following is noted:

- An increase in compliments.
- A large decrease in M.P. Enquiries
- A large increase in stage 1 complaints
- An increase in stage 2 complaints
- Improvement in stage 1 average response and within target percentage.

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman and the Housing Ombudsman Service.

3. Reasons for Recommendation

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

4 Alternative Options and Reasons for Rejection

- 4.1 None

RECOMMENDATION(S)

1. That the Customer Services Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

Approved by Councillor M Dooley, Portfolio holder for Health & Wellbeing

IMPLICATIONS:

Finance and Risk	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details:		

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On behalf of the Section 151 Officer

Legal (including Data Protection) Yes ☐ No ☒

Details:

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

On behalf of the Solicitor to the Council

Staffing Yes ☐ No ☒

Details:

Not applicable as the report is to keep Elected Members informed.

On behalf of the Head of Paid Service

Equality and Diversity Impact and Consultation Yes ☐ No ☒

Details:

Not applicable as the report is to keep Elected Members informed.

On behalf of the Information, Engagement and Performance Manager

Environment Yes ☐ No ☒

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. *(Please speak to Richard Winter, Climate Change Officer, for advice)*

Details:

Any complaints linked to environmental issues are dealt with in line with our policies.

DECISION INFORMATION

<input type="checkbox"/> Please indicate which threshold applies:	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>
Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>
District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:	All <input checked="" type="checkbox"/>
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	

Links to Council Ambition: Customers, Economy, Environment, Housing
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Increasing customer satisfaction with our services. Improving customer contact and removing barriers to accessing information. Actively engaging with partners to benefit our customer. Promoting equality and diversity and supporting vulnerable and disadvantaged people.

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Service Standards monitoring 01/01/25 to 31/03/25
2.	Telephony performance 01/01/25 to 31/03/25
3.	Compliments, Comments and Complaints: A. Compliments by department 01/01/25 to 31/03/25 B. Comments by department 01/01/25 to 31/03/25 C. Stage 1 complaints 01/01/25 to 31/03/25 D. Stage 2 complaints by department 01/01/25 to 31/03/25 E. M.P Enquiries 01/01/25 to 31/03/25

Background Papers

<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>
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None

APPENDIX 1 – Customer Service Standards Monitoring 01/04/24 – 31/03/25

Key Customer Service Standards - Performance Monitoring - 2024/2025															
	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
Period	No. of Incoming Calls Answered (Direct Dial)	% of Calls Answered within 20 Seconds	No. of Incoming Calls Answered - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues	% of Calls Answered within 20 Seconds - Benefits	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Live Chats Contact Centres	% of Live Chats Answered within 20 seconds - Contact Centres	No. of Complaints Received (Stage One)	% Responded to within 10 Working Days	No. of M.P. Enquiries Received	% Responded to within 10 Working Days
Target		90%		80%	70%	80%		100%	100%		90%		100%		100%
April to June	23,767	89%	19,337	72%	81%	95%	8,549	100%	100%	822	90%	86	100%	32	100%
Quarter 1 Cumulative	23,767	89%	19,337	72%	81%	95%	8,549	100%	100%	822	90%	86	100%	32	100%
July to September	22,243	92%	18,364	77%	87%	94%	8,383	100%	100%	737	89%	99	98%	1	100%
Quarter 2 Cumulative	46,010	91%	37,701	75%	84%	95%	16,932	100%	100%	1559	89%	185	99%	33	100%
October to December	15,199	93%	16,456	80%	92%	96%	7,349	100%	100%	624	90%	58	100%	3	100%
Quarter 3 Cumulative	61,209	91%	54,157	76%	87%	95%	24,281	100%	100%	2,183	89%	243	99%	36	100%
January to March	15,969	91%	18,508	79%	88%	95%	8,101	100%	100%	630	89%	59	100%	10	100%
Quarter 4 Cumulative	77,178	91%	72,665	77%	87%	95%	32,382	100%	100%	2,813	89%	302	99%	46	100%

APPENDIX 2 – Telephony Performance 01/04/24 – 31/03/25

2024/25 Q1 & Q2 April - Sept Target - 90% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)	Q1						Q2					
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Services												
Services Director Executive, Governance, Customer Services & Partnerships	14	9	8	88%	5	36%	8	2	1	50%	6	75%
Customer Services	130	100	98	98%	30	23%	129	96	93	96%	33	26%
HR & Payroll	221	195	192	98%	26	12%	223	199	195	97%	24	11%
Partnership Team	9	6	6	100%	3	33%	3	3	3	100%	0	0%
Communications	84	76	76	100%	8	10%	94	81	81	100%	13	14%
Executive												
Services Director Finance & Section 151 Officer	17	16	16	100%	1	6%	7	7	7	100%	0	0%
Finance & Accountancy	132	120	117	97%	12	9%	84	76	75	98%	8	10%
Revenues & Benefits	10400	10367	8803	85%	33	0%	9063	9039	8148	90%	24	0%
Joint ICT	933	889	728	81%	44	5%	924	901	801	88%	23	2%
Audit												
Services Director Corporate & Legal Services and Monitoring Officer	37	35	35	100%	2	5%	33	32	32	100%	1	3%
Legal	14	14	14	100%	0	0%	20	17	15	88%	3	15%
Elections	311	250	240	96%	61	20%	221	183	177	96%	38	17%
Governance	59	52	49	94%	7	12%	82	73	71	97%	9	11%
Procurement	35	20	19	95%	15	43%	54	46	41	89%	8	15%
Performance & Improvement	58	35	35	100%	23	40%	59	35	35	100%	24	41%
Scrutiny	20	19	18	94%	1	5%	33	30	27	90%	3	9%
Total	12474	12203	10454	86%	271	2%	11037	10820	9802	91%	217	2%

Strategy												
Strategic Director of Services	20	19	19	100%	1	5%	18	17	17	100%	1	6%
Planning & Planning Policy	745	690	653	95%	55	7%	642	555	506	91%	87	14%
Joint Environmental Health	2351	2260	2066	91%	91	4%	2366	2285	2090	91%	81	3%
Housing Management & Enforcement	3293	2982	2786	93%	311	9%	3152	2795	2627	94%	357	11%
Corporate Health & Safety	57	31	29	93%	26	46%	73	54	52	96%	19	26%
Street Scene	1746	1580	1502	95%	166	10%	1672	1527	1453	95%	145	9%
Leisure, Health & Well Being	1407	1029	984	96%	378	27%	1332	992	940	95%	340	26%
	9619	8591	8039	94%	1028	11%	9255	8225	7685	93%	1030	11%
Dragonfly												
Dragonfly Development Ltd Director	1	1	1	100%	0	0%	2	1	1	100%	1	50%
Repairs	2413	2283	2005	87%	130	5%	2902	2573	2265	88%	329	11%
Economic Development	56	46	44	95%	10	18%	57	43	40	93%	14	25%
Facilities	146	141	140	99%	5	3%	177	167	167	100%	10	6%
Property & Commercial	273	236	231	97%	37	14%	230	195	194	99%	35	15%
Property Services	272	262	253	96%	10	4%	225	216	208	96%	9	4%
Engineers	4	4	4	100%	0	0%	3	3	3	100%	0	0%
Total	3165	2973	2678	90%	192	6%	3596	3198	2878	90%	398	11%
	25258	23767	21171	89%	1491	6%	23888	22243	20365	92%	1645	7%
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds												
Which ring off within 20 seconds are unanswered (Abandoned)												
Does not meet target												

2024/25 Q3 & Q4 Oct to Mar Target - 90% to be answered within 20 seconds Unanswered Calls (Abandoned)	Q3						Q4					
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Services												
Services Director Executive, Governance, Customer Services & Partnerships	8	3	3	100%	5	63%	10	3	3	100%	7	70%
Customer Services	105	93	86	92%	12	11%	123	106	103	97%	17	14%
HR & Payroll	226	191	188	98%	35	15%	281	245	239	97%	36	13%
Partnership Team	21	2	2	100%	19	90%	19	2	2	100%	17	89%
Communications	93	86	86	100%	7	8%	86	76	76	100%	10	12%
Executive												
Services Director Finance & Section 151 Officer	13	13	13	100%	0	0%	37	36	36	100%	1	3%
Finance & Accountancy	72	66	65	98%	6	8%	59	54	50	92%	5	8%
Revenues & Benefits	3453	3439	3181	92%	14	0%	4315	4307	3787	88%	8	0%
ICT	234	205	203	99%	29	12%	167	141	140	99%	26	16%
Audit												
Services Director Corporate & Legal Services and Monitoring Officer	30	28	28	100%	2	7%	39	39	39	100%	0	0%
Elections	111	92	88	95%	19	17%	144	118	114	96%	26	18%
Governance	34	19	16	84%	15	44%	42	35	33	94%	7	17%
Legal	6	4	4	100%	2	33%	9	9	9	100%	0	0%
Procurement	39	33	32	96%	6	15%	15	8	8	100%	7	47%
Performance & Improvement	34	28	28	100%	6	18%	25	15	15	100%	10	40%
Scrutiny	32	24	22	91%	8	25%	30	28	28	100%	2	7%
Total	4511	4326	4045	94%	185	4%	5401	5222	4682	87%	179	3%

Strategy												
Strategic Director of Services	27	26	26	100%	1	4%	17	16	16	100%	1	6%
Assistant Directors	34	30	30	100%	4	12%	74	60	59	98%	14	19%
Planning & Planning Policy	485	437	394	90%	48	10%	496	419	373	89%	77	16%
Environmental Health (50%)	1837	1782	1568	88%	55	3%	2029	1991	1684	85%	38	2%
Housing Management & Enforcement	3229	2817	2657	94%	412	13%	2984	2663	2521	94%	321	11%
Corporate Health & Safety	66	37	33	89%	29	44%	58	29	27	93%	29	50%
Street Scene	1422	1306	1253	95%	116	8%	1461	1319	1253	94%	142	10%
Leisure, Health & Well Being	1033	783	754	96%	250	24%	1278	1021	981	96%	257	20%
Total	8133	7218	6715	93%	915	11%	8397	7518	6914	82%	879	10%
Total BDC	12644	11544	10760	93%	1100	9%	13798	12740	11596	84%	1058	8%
Dragonfly												
Dragonfly Development Ltd	2	2	2	100%	0	0%						
Repairs	3312	3129	2851	91%	183	6%	2839	2677	2464	92%	162	6%
Economic Development	150	128	128	100%	22	15%	177	158	157	99%	19	11%
Facilities												
Property & Commercial	177	157	155	98%	20	11%	180	169	167	98%	11	6%
Property Services	246	232	226	97%	14	6%	240	223	220	98%	17	7%
Engineers	9	7	7	100%	2	22%	2	2	2	100%	0	0%
Total	3896	3655	3369	92%	241	6%	3438	3229	3010	88%	209	6%
	16540	15199	14129	93%	1341	8%	17236	15969	14606	91%	1267	7%

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:
another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds
Which ring off within 20 seconds are unanswered (Abandoned)

Answered on the original extension within 20 seconds. Transferred to

Service areas not meeting target

Appendix 3 (A) Compliments by Department 01/01/25 – 31/03/25

Please note that some compliments were for 2 or more departments.

Q4 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jan-25	1	Bolsover	Customer has advised that the Customer Advisor they spoke with has great communication and excellent customer service, making sure all queries were address and thoroughly explained everything. The phone call was pleasant and reassuring and the Council should be proud of the Customer Advisor and the great job they do.	Customer Services	7
	2	Clowne	Customer thanked the Customer Advisor and stated that they were the most helpful person to them so far.		
			Customer has complimented the Customer Advisors for always being really helpful and supportive.		
	1	Langwith Junction	The customer wanted to advise that every Customer Advisor they have spoken to is very helpful, courteous and patient.		
	1	Out of Area - Holme Hall	Customer thanked the Meet and Greet Advisor for information given regarding Clowne which was given with a smile.		
	1	Shirebrook	Customer complimented the Customer Standards and Complaints Officer advising their handling of the complaint has been very efficient, they have been responded to quickly and correspondence has been great.		
	1	Unknown	Customer wanted to compliment the service given by a Customer Advisor, they were very patient and empathetic and the customer appreciated this and was pleased with their service and understanding.		
	1	Bolsover	The customer thanked the Community Enforcement Rangers have done an excellent job in the area.	Housing	4
	1	Clowne	Customer has thanked two Community Enforcement Rangers for their fast and helpful response with an incident despite challenging circumstances.		

	1	South Normanton	Customer advised that the Housing Options Officer who helped them find temporary accommodation was fantastic.		
	1	Tibshelf	The customer wanted to thank the Housing Options Officer for their help in securing accommodation, they felt that the Officer went above and beyond for them.		
	1	Creswell	Customer thanked the Repairs Operative and their supervisor for their help in dealing with a problem with a loss of power.	Housing Repairs and Maintenance	1
	1	Unknown	The customer has thanked the Principal Planner for their constructive working towards issues resolved, their proactive approach is appreciated.	Planning	1
	1	Unknown	Customer thanked the Senior Revenues Officer for their help.	Revenues	1
	1	Clowne	Customer thanked the Grounds Maintenance Team for providing an excellent gardening service trimming the hedges and trees despite the bad weather. They did a very good job considering the circumstances and have a fabulous community spirit. One of the kind Operatives also defrosted the tenant's frozen car. The tenant stated this work is what makes a difference to village life.	Street Scene	3
	1	Pinxton	The customer has complimented and expressed their appreciation for the Grounds Maintenance Team who have done an excellent job trimming the hedge next to their property and clearing all the debris.		
	1	Tibshelf	Customer thanked the burgundy Refuse Crew for their help when the weather was bad. The Crew were very helpful collecting flying rubbish and helping collect bins that were not on the kerbside due to the windy weather. The Crew always do a good job and they deserve some praise.		
Total compliments for January 2025. Split by department					17
Total compliments for January 2025.					17
Feb-25	1	Bramley Vale	Customer would like to pass on their thanks to all the teams involved in the collection of their bulky waste as they have provided a brilliant service	Customer Services	4
	1	Clowne	Customer has advised that the Customer Advisor they dealt with was lovely and had brilliant personal skills.		
	2	Unknown	Customer has complimented the Customer Advisor who provided fantastic service and they advised they were an 'absolute gem'.		

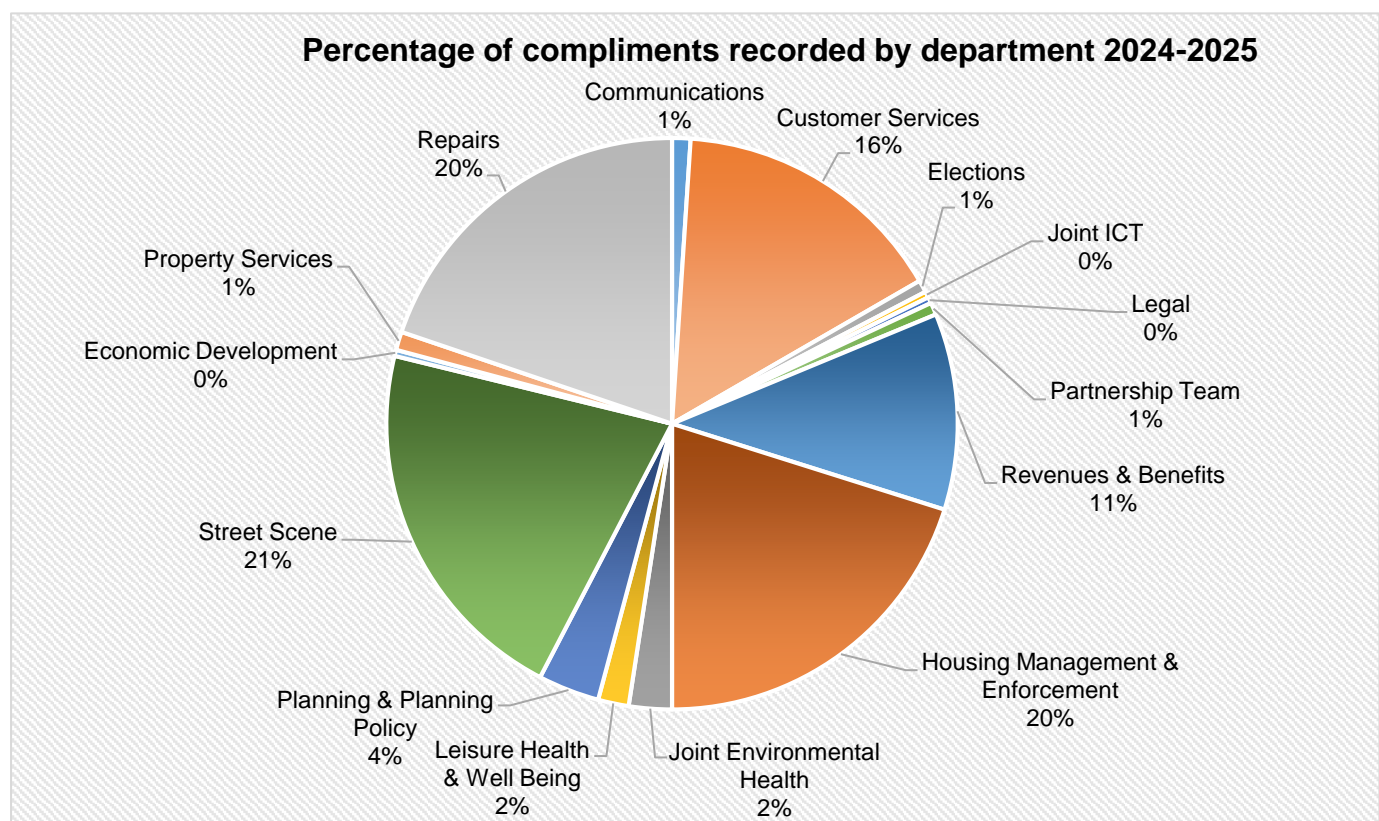
		Customer complimented the Customer Advisor who went above and beyond to help a resident feel comfortable and kept updated to ensure they had the best outcome. It is a pleasure speaking to the Customer Advisor who is very kind - they state they are an enormous asset to the Customer Services team.		
1	Glapwell	Customer has advised that they are receiving excellent service from Housing Options Team.	Housing	2
1	Unknown	Customer wanted to thank the Housing Options Officer for keeping them up to date with any updates/progression and despite the case being very complex was positive throughout.		
1	Bolsover	Customer complimented the Repairs Operative for being polite and considerate, they did an extremely good job and cleaned up thoroughly. The customer is happy to know that there are Operatives that take pride in their work and deserve a pay rise.	Housing Repairs and Maintenance	7
2	Creswell	Customer has complimented the Repairs Operative who was lovely, attended quickly and cleaned up after themselves.		
		Customer thanked both the Bricklayer and Joiner who were very pleasant, did a good job and cleared up afterwards.		
1	Palterton	Customer was happy about how polite the Electrician was and the operatives that completed the repair were nice to.		
1	Pinxton	Customer thought the two Repairs Operatives were polite, cleared up all the mess and did a fantastic job.		
1	Tibshelf	Customer wanted to say a massive thank you to the Plumber that completed the works. They said the Plumber was brilliant, had done a fantastic job and went above and beyond.		
1	Shirebrook	Customer thanked the Operative who did the Gas Service who went above and beyond for them and advised they are very grateful for their help.		
1	Palterton	Customer has complimented 3 Leisure Officers for the delivery of their classes.	Leisure	2
1	Unknown	Customer wanted to give a massive thank you to the Community Activity and Sports Activator and said that they were a kind, patient and helpful person. They think they deserve a special mention and to them BDC employee of the month.		

	1	Bramley Vale	Customer would like to pass on their thanks to all the teams involved in the collection of their bulky waste as they have provided a brilliant service		
	2	Clowne	Customer would like to thank the GM operative that cleared the rubbish and dog waste, they did a very good job		
			Customer has complimented the Grounds Maintenance Operative who has done an excellent job of cleaning the road gutters and the pavement		
	2	South Normanton	Customer complimented the Waste Co-ordinator who was kind and helpful when delivering clinical waste bags and did other jobs as well.		
			Customer wanted to thank the Burgundy Bin Crew for assisting their son with taking the bin back and speaking to them nicely		
	1	Tibshelf	Customer wanted to thank the Ground Maintenance Co-ordinator and the Grounds Maintenance team for the work carried out on the back hedge.	Street Scene	6
Total compliments for February 2025. Split by department					21
Total compliments for February 2025.					20
Mar-25	1	Clowne	Customer was eternally grateful for Customer Advisor listening to all the issues and raising the jobs.		
	1	South Normanton	The customer would like to thank the Contact Advisor for being superb, brilliant, and compassionate towards their needs. They believe the advisor went above and beyond.	Customer Services	2
	1	Stanfree	Customer wanted to say thank you to the Electoral Services Officer for all their hard work and it is important role to play.		
	1	Unknown	Compliment received for the Elections Team who did a sterling job of the count	Elections	2
	1	Tibshelf	Customer received a wonderful service from a Pest Control Expert who had visited over an 8 week period. The treatment was effective and they were given great advice and help.	Environmental Health	1
	1	Creswell	The customer would like to thank the Tenancy Management Officer for being so helpful and putting their minds at ease when coming to the property.		
	2	Shirebrook	Customer wanted to say thank you to everyone involved. For arranging the work and attending to the leak for a council tenant.	Housing	5

			Customer thanked Central Control and the Repairs team for fixing their heating so quickly, they are very grateful.		
	1	Tibshelf	The customer has thanked the Community Enforcement Rangers for their assistance in clearing the side of their father's property so they could access it with their mobility scooter. The customer states they did a fantastic job and provide an excellent service.		
	1	Unknown	Customer is happy with the support received and has said it has been amazing		
	1	Blackwell	Customer wanted to thank the Repairs Operatives who have done an excellent job with the outside steps of the property.	Housing Repairs and Maintenance	7
	1	Clowne	Customer wanted to thank repairs operative for assisting a resident at another property when they had a fall.		
	1	Pinxton	Customer wanted to thank repairs operative, for doing a brilliant job and left no mess and really nice person and wanted to thank them and their colleague.		
	1	Scarcliffe	Customer would like to praise the operatives who fitted their radiator. They said they did a fantastic job and were pleased with them		
	2	Shirebrook	Customer wanted to say thank you to everyone involved. For arranging the work and attending to the leak for a council tenant.		
			Customer thanked Central Control and the Repairs team for fixing their heating so quickly, they are very grateful.		
	1	Tibshelf	Customer wanted to thank the Repairs Operatives that completed the wet room and they worked wonderfully.		
	1	Unknown	Customer has thanked the Senior Recovery Officer for their help with the household support	Revenues	1
	1	Bolsover	Customer wanted to thank the department for their quick response to re-siting the dog bin they had reported.	Street Scene	6
	1	Clowne	Customer would like to thank the council for installing a new litter bin on the path between two streets		
	1	Out of Area - Mansfield	Customer has thanked the Grounds Maintenance Team for the great start they have made on clearing the fly tip		
	1	Pleasley	Customer has thanked the Grounds Maintenance Team and the Grounds Maintenance & Cleansing Coordinator for clearing a fly tip.		

	1	South Normanton	Customer would like to pass on their appreciation for the hard work and compliments to the road sweepers, who had done a good job.		
	1	Unknown	Customer has advised that they believe the Grounds Maintenance and Refuse teams do an excellent job.		
Total compliments for March 2025. Split by department					24
Total compliments for March 2025.					22

Total compliments for Q4 2024-2025. Split by department					62
Total compliments for Q4 2024-2025.					59



A - Compliments recorded by department 01/04/24 – 31/03/25		
Services Directorate	Communications	3
	Customer Services	45
	Elections	2

	Joint ICT	1
	Legal	1
	Partnership Team	2
	Revenues & Benefits	32
Strategy Directorate	Housing Management & Enforcement	58
	Joint Environmental Health	7
	Leisure Health & Well Being	5
	Planning & Planning Policy	10
	Street Scene	61
Dragonfly Development Ltd	Economic Development	1
	Property Services	3
	Repairs	57

Compliments Included:	
Customer complimented the Customer Advisor who went above and beyond to help a resident feel comfortable and kept updated to ensure they had the best outcome. It is a pleasure speaking to the Customer Advisor who is very kind - they state they are an enormous asset to the Customer Services team.	Customer Services
The customer would like to thank the Contact Advisor for being superb, brilliant, and compassionate towards their needs. They believe the advisor went above and beyond.	Customer Services
Customer received a wonderful service from a Pest Control Expert who had visited over an 8 week period. The treatment was effective and they were given great advice and help.	Environmental Health
The customer would like to thank the Tenancy Management Officer for being so helpful and putting their minds at ease when coming to the property.	Housing
The customer has thanked the Community Enforcement Rangers for their assistance in clearing the side of their father's property so they could access it with their mobility scooter. The customer states they did a fantastic job and provide an excellent service.	Housing
Customer complimented the Repairs Operative for being polite and considerate, they did an extremely good job and cleaned up thoroughly. The customer is happy to know that there are Operatives that take pride in their work and deserve a pay rise.	Housing Repairs and Maintenance
Customer wanted to say a massive thank you to the Plumber that completed the works. They said the Plumber was brilliant, had done a fantastic job and went above and beyond.	Housing Repairs and Maintenance
Customer wanted to give a massive thank you to the Community Activity and Sports Activator and said that they were a kind, patient and helpful person. They think they deserve a special mention and to them BDC employee of the month.	Leisure
The customer has thanked the Principal Planner for their constructive working towards issues resolved, their proactive approach is appreciated.	Planning

Customer has complimented the Grounds Maintenance Operative who has done an excellent job of cleaning the road gutters and the pavement	Street Scene
Customer thanked the Grounds Maintenance Team for providing an excellent gardening service trimming the hedges and trees despite the bad weather. They did a very good job considering the circumstances and have a fabulous community spirit. One of the kind Operatives also defrosted the tenant's frozen car. The tenant stated this work is what makes a difference to village life.	Street Scene

Appendix 3 (B) Comments by Department 01/01/25 – 31/03/25

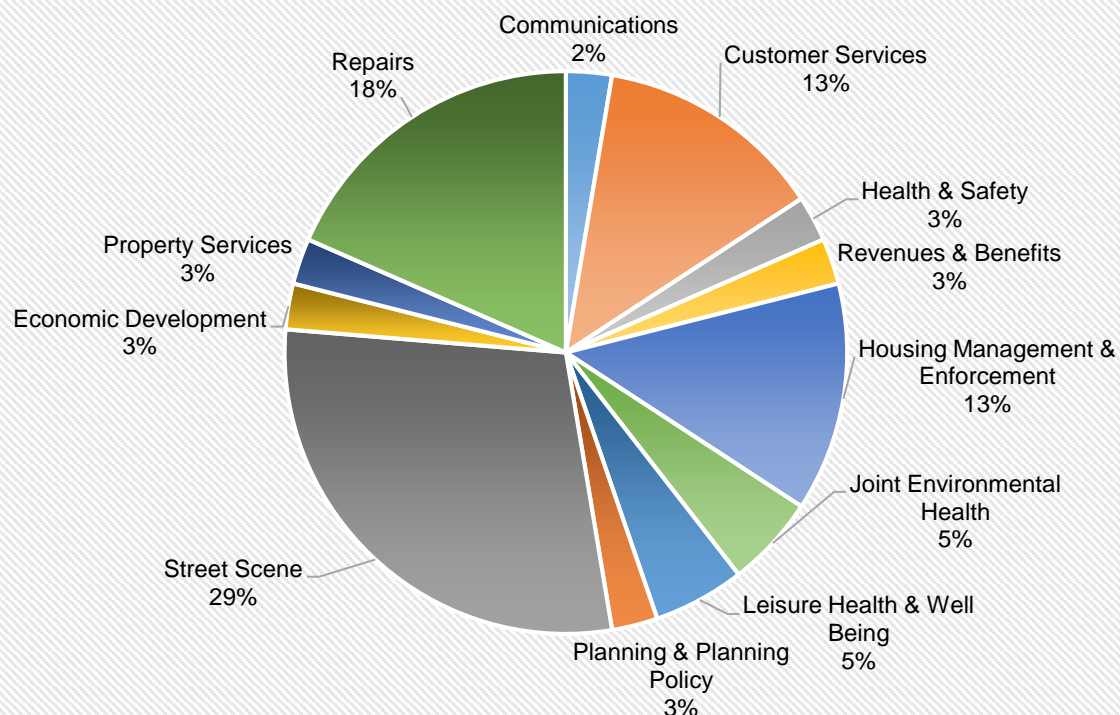
Please note that some comments were for 2 or more departments.

Q4 Comments 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Jan-25	1	Bolsover	Customer would like to suggest that a staff member works through the Christmas and New Year to answer emails. The email regarding a missed trade bin did not get actioned	Customer Services	3
	1	Creswell	Customer thinks the Council would benefit from purchasing a ring light to use for taking bus pass photos so they are not as dark.		
	1	Unknown	Customer commented that live chat on the Council's website allowed the customer to put in their details before saying that the live chat was not available until the following day		

Q4 Comments 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	Whitwell	Customer commented on the inconvenience and difficulty of returning a call to a Licensing Officer. Customer had been transferred from North East District Council and felt it was confusing that they had to speak with Bolsover District Council instead.	Environmental Health	1
	1	Bolsover	Customer has made a suggestion to the Online Tenant Census Form regarding the Date of Birth and the submission of the form	Housing	2
	1	Tibshelf	Customer has asked the Council to consider adding additional parking on a green near their property.		
	1	Glapwell	Customer wanted to advise that the Council's Contractor left quite a lot of rubbish and did not tidy following the repair.	Housing Repairs and Maintenance	1
	1	Unknown	Customer commented on the abrupt wording of a letter received relating to a small amount of money they owed on council tax. The customer suggested the letters to be changed to reflect the seriousness of the amount of money owed.	Revenues	1
	1	Bolsover	Customer would like to suggest that a staff member works through the Christmas and New Year to answer emails. The email regarding a missed trade bin did not get actioned	Street Scene	3
	1	Langwith	Customer very unhappy that their assisted burgundy bin was missed. They feel it is very unfair and they cannot utilise their green bin as they are disabled and would not be able to get the rubbish out again.		

Q4 Comments 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	Whitwell	Customer has asked for the Refuse team to have a shovel and brush with them on the lorry so that they can sweep up rubbish and food waste if spilt on the floor		
Total comments for January 2025. Split by department					11
Total comments for January 2025.					10
Feb-25	1	New Houghton	Customer commented they do not feel the service they received from the contact centre is as personal as it used to be.	Customer Services	1
	1	Shuttlewood	Customer as commented that letters should be sent out earlier to give them more notice of when works are going to be completed.	Housing Repairs and Maintenance	1
Total comments for February 2025. Split by department					2
Total comments for February 2025.					2
Mar-25	1	Bolsover	Customer has raised concerns that a Repair Operative has arrived late to their appointment. They feel that Operatives should stick to times given to customers.	Housing Repairs and Maintenance	2
	1	Shirebrook	Customer has commented on not being kept up dated about the repair. Customer did not receive a SMS for repair booked date. Customer felt the Repair Operatives should have kept them informed of updates throughout the repair.		
	1	Unknown	Customer feels that a play area within Bolsover needs to be mowed more regularly.	Street Scene	1
Total comments for March 2025. Split by department					3
Total comments for March 2025.					3
Total comments for Q4 2024-2025. Split by department					16
Total comments for Q4 2024-2025.					15

Percentage of comments recorded by department 2024-2025



B - Comments recorded by department 01/04/24 – 31/03/25

Services Directorate	Communications	1
	Customer Services	5
	Health & Safety	1
	Revenues & Benefits	1
Strategy Directorate	Housing Management & Enforcement	5
	Joint Environmental Health	2
	Leisure Health & Well Being	2
	Planning & Planning Policy	1
	Street Scene	11
Dragonfly Development Ltd	Economic Development	1
	Property Services	1
	Repairs	7

APPENDIX 3 (C) – Stage 1 Complaints by department 01/01/25 – 31/03/25

Please note that some complaints were for 2 or more departments.

Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-25	1	Bolsover	Customer is not happy with information provided by a Council Officer and that information is not passed between departments.	Customer Services	3
	1	Shirebrook	The customer is not happy as they do not feel their account has been credited with the money paid in.		
	1	South Normanton	Customer is not happy that their recycling side waste has not been collected or with the attitude of a Customer Advisor.		
	1	Bolsover	Customer is not happy with their Housing Application band and feels they should be offered a property. They also have complaints about damp and mould in their current property.	Housing	4
	1	Tibshelf	Customer is not happy that the Contractors carrying out the Stock Condition Survey did not arrange an appointment as requested		
	2	Whitwell	Customer is not happy that they were not contacted by Careline following a relatives fall.		
			Customer has complained about the behaviour of the Tenancy Management Officer.		
	1	Barlborough	Customer is not happy that conflicting information has been received regarding an invoice and promised maintenance has not been carried out.	Housing Repairs and Maintenance	6
	3	Bolsover	Customer is not happy that their repair has taken multiple jobs to fix.		
			Customer is not happy with their Housing Application band and feels they should be offered a property. They also have complaints about damp and mould in their current property.		
			Customer has made a complaint about the long-standing repair issue		
	1	Hilcote	Customer is not happy with the Repair Co-ordinators attitude or behaviour.		
	1	Langwith Junction	Customer is not happy with the attitude or behaviour of one of the Council's Contractor Operatives.		
	1	Pleasley	Customer has made a complaint regarding Planning Enforcement and private land matters.	Planning	2

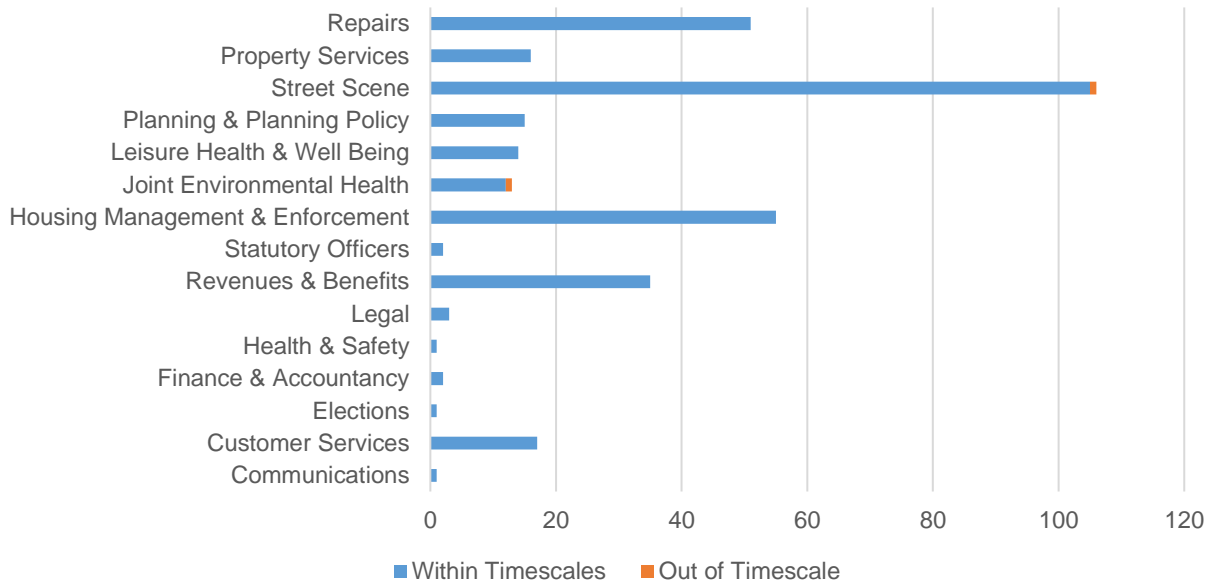
Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Unknown	Customer has complained that a Planning Officer Report has been changed following an appeal to the Planning Inspectorate.		
	1	Creswell	Customer has complained the Council have not provided enough notice regarding the demolition of their outhouse.	Property Services	2
	1	Whitwell	Customer has complained about the lack of service and lack of communication about a repair on a street light.		
	1	Arkwright	Customer has made a complaint about the way they were spoken to by a Benefits Officer	Revenues	3
	1	Barlborough	Customer is not happy that conflicting information has been received regarding an invoice and promised maintenance has not been carried out.		
	1	Out of Area - Barlow	Customer is not happy with the communication they have had with the Business Rates Team resulting in a large bill.		
	1	Out of Area - London	Customer believes they did not receive the truthful answer to a question raise at a full Council meeting.	Statutory Officer	1
	1	Barlborough	Customer is not happy their burgundy bin has not been collected and feels the collection service is not good enough	Street Scene	11
	2	Bolsover	Customer is not happy that the black bin has been missed on 2 occasions and was also not emptied on the mop up round.		
			Customer is not happy that the bin has been missed twice in the last 5 weeks. The customer pays for the bins to be cleaned in advanced which means the payment has been made but the bins have not been able to be emptied.		
	1	Clowne	Ongoing issue with black and burgundy bin collections.		
	1	Creswell	Customer has complained that the Grounds Maintenance Team have caused damage to their property and left the garden a mess following the work.		
	3	Shirebrook	Customer has complained regarding the black bin capacity.		
			Customers burgundy bin has been missed on several occasions.		

Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			Customer is not happy with the attitude and behaviour of a Refuse Crew Operative.		
	1	South Normanton	Customer is not happy that their recycling side waste has not been collected or with the attitude of a Customer Advisor.		
	1	Westhouses	Customer not happy that their bin keeps getting missed. The customer was told that both bins would be emptied but only the black got emptied		
	1	Whitwell	Customer has ongoing issue with missed burgundy and black bin collections. The bin is sometimes also missed on the mop up round.		
Total Stage 1's for January 2025. Split by department					32
Total Stage 1's for January 2025.					29
Feb-25	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Customer Services	4
	3	Unknown	Customer has complained regarding the disabled parking at the Arc.		
			Customer complained regarding the length of time it has taken to send a response and the enquiry not being answered fully.		
			Customer is unhappy with Revenues and Contact Centre kiosk not working correctly.		
	1	Pinxton	Customer is not happy regarding an issue that is being reviewed by Environmental Health	Environmental Health	1
	2	Clowne	Customer is not happy with how their housing application has been handled, including the communication with Housing Allocations team.	Housing	4
			Customer has complained about the Community Enforcement Rangers communication.		
	1	Creswell	Customer believes that they should be eligible for a bungalow due to disability exceptions.		
	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Housing Repairs and Maintenance	4
	1	Creswell	Customer has complained about damp and mould issues in their property.		

Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Shirebrook	Customer has complained about shock from their electric shower and it setting on fire.		
	1	Shuttlewood	Customer has complained regarding the attitude of a Repairs Planned and that their request for visits to be prearranged was not followed.		
	1	Tibshelf	Customer is not happy with the number of housing disrepairs in the Council Property		
	1	Palterton	Customer has complained about the behaviour of 2 Swimming Instructors	Leisure	2
	1	Unknown	Customer is not happy that you cannot buy two swimming sessions at once.		
	1	Clowne	Customer has complained about the Planning departments lack of communication concerning two developments within Clowne.	Planning	1
	2	Unknown	Customer complained regarding the length of time it has taken to send a response and the enquiry not being answered fully.	Revenues	2
			Customer is unhappy with Revenues and Contact Centre kiosk not working correctly.		
	1	Langwith	Customer would like to complain regarding actions taken by the Grounds Maintenance team.	Street Scene	1
Total Stage 1's for February 2025. Split by department					19
Total Stage 1's for February 2025.					16
Mar-25	1	Pinxton	The customer is unhappy with the way a Customer Advisor handled a call about a missed bin.	Customer Services	1
	1	South Normanton	The customer is complaining about the lack of action taken by the Council regarding the state of litter in South Normanton.	Environmental Health	1
	1	Langwith	Customer is complaining about how the Tenancy Management Officer spoke to them when they called.	Housing	2
	1	Shirebrook	Customer has complained regarding their communication with the Housing Rents team.		
	1	Out of Area - Calow	The customer is not happy with how an issue was dealt with during their child's swimming lesson.	Leisure	1

Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Clowne	Customer is unhappy with the number of disabled parking spaces and the lack of parent and child spaces.	Property Services	1
	1	South Normanton	The customer has received correspondence which are addressed to a prior resident on more than one occasion.	Revenues	2
	1	Unknown	The customer has complained concerning enforcement action taken regarding business rates.		
	1	Unknown	The customer is unhappy with the handling of a complaint by the Director of Governance and Monitoring Officer.	Statutory Officer	1
	1	Barlborough	The customer is having to keep chasing for work to be carried out and is not happy that no contact has been made with the Ground Maintenance Team	Street Scene	6
	1	Bolsover	The customer is unhappy with their burgundy bin being missed regularly.		
	1	Clowne	The customer is complaining about the conduct of the refuse crew.		
	1	Shirebrook	Customer has reported their assisted bin collection as missed on numerous occasions.		
	1	South Normanton	The customer is complaining about the lack of action taken by the Council regarding the state of litter in South Normanton.		
	1	Tibshelf	Customers bin has been missed on several occasions.		
Total Stage 1's for March 2025. Split by department					15
Total Stage 1's for March 2025.					14
Total Stage 1 Complaints for Q4 2024-2025. Split by department					66
Total Stage 1 Complaints for Q4 2024-2025.					59

Number of Stage 1 Complaints within target by department 2024-2025



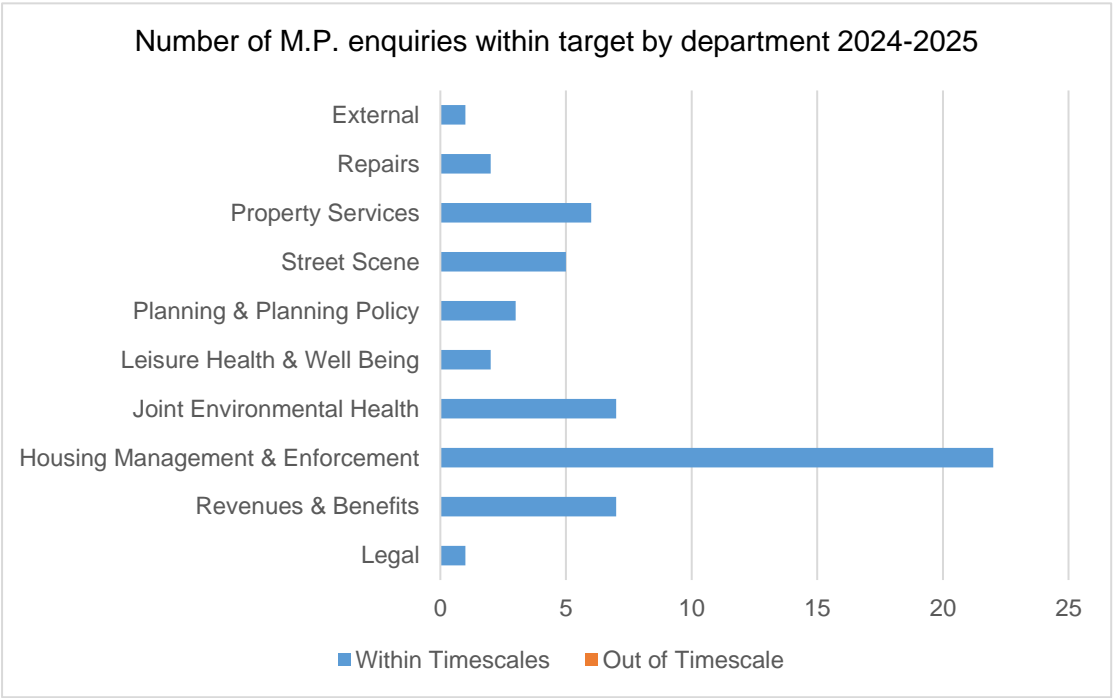
31/03/25			Within Timescale	Outside of Timescale
Services Directorate	Communications	1	1	0
	Customer Services	17	17	0
	Elections	1	1	0
	Finance & Accountancy	2	2	0
	Health & Safety	1	1	0
	Legal	3	3	0
	Revenues & Benefits	35	35	0
	Statutory Officers	2	2	0
Strategy Directorate	Housing Management & Enforcement	55	55	0
	Joint Environmental Health	13	12	1
	Leisure Health & Well Being	14	14	0
	Planning & Planning Policy	15	15	0
	Street Scene	106	105	1
Dragonfly Development Ltd	Property Services	16	16	0
	Repairs	51	51	0

Please note that some MP Enquiries were for 2 or more departments.

Q4 MP Enquiries 2024/25					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Jan-25	1	Barlborough	Customer would like overgrown tree cutting	External Organisation	1
	1	Clowne	Customer would like the Council trees overhanging their property to be pruned.	Street Scene	1
	1	New Houghton	Would like a response addressing residents' concerns regarding the permission of a metal foundry to operate.	Environmental Health	1
	1	Out of Area - Sheffield	Customers has raised concerns about their Housing Application being rejected.	Housing	2
	1	South Normanton	Customer has raised concerns over repairs needed at their property and their neighbour's tenancy.		
	1	South Normanton	Customer has raised concerns over repairs needed at their property and their neighbour's tenancy.	Housing Repairs and Maintenance	1
Total MP Enquiries for January 2025. Split by department					6
Total MP Enquiries for January 2025.					5
Feb-25	1	Bolsover	Customer would like information on how to proceed with a domestic violence homelessness housing application.	Housing	2
	1	Out of Area - Alford	Customer would like to know why they have been denied access to the housing register as they feel they have a local connection.		
Total MP Enquiries for February 2025. Split by department					2
Total MP Enquiries for February 2025.					2
Mar-25	1	Bolsover	Customer would like the MP to look in to why their housing application was suspended.	Housing	3
	2	Shirebrook	Customer would like the MP to look at their housing application, and they feel they have provided enough evidence for their connection to Bolsover.		

Q4 MP Enquiries 2024/25					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
			Customer has raised an enquiry regarding discrimination in council bungalow allocation.		
Total MP Enquiries for March 2025. Split by department					3
Total MP Enquiries for March 2025.					3

Total MP Enquiries for Q4 2024-2025. Split by department					11
Total MP Enquiries for Q4 2024-2025.					10



M.P. Enquiries recorded by department 01/04/24 – 31/03/25			Answered Within Timescale	Answered Outside of Timescale
	Legal	1	1	0

Services Directorate	Revenues & Benefits	7	7	0
Strategy Directorate	Housing Management & Enforcement	22	22	0
	Joint Environmental Health	7	7	0
	Leisure Health & Well Being	2	2	0
	Planning & Planning Policy	3	3	0
	Street Scene Property Services	5	5	0
		6	6	0
	Repairs	2	2	0
External		1	1	0

Appendix 3 (F) Stage 2 Complaints by department 01/01/25 – 31/03/25

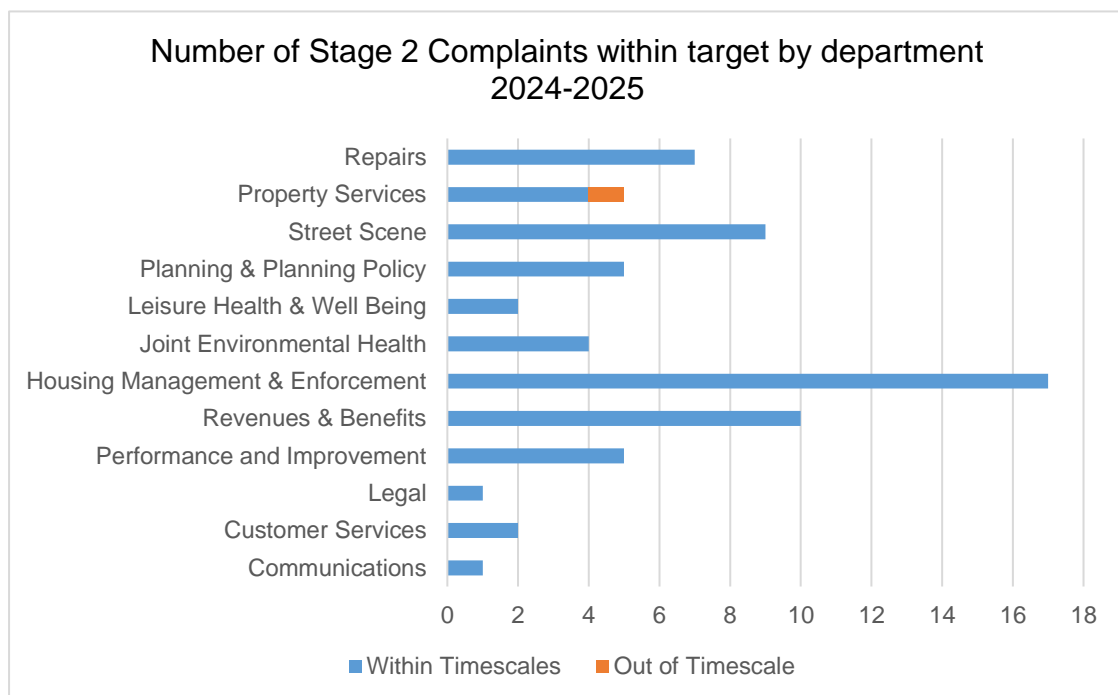
Please note that some complaints were for 2 or more departments.

Q4 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-25	1	Shirebrook	The customer has escalated their complaint regarding a payment made at the Contact Centre.	Customer Services	1
	1	Unknown	Customer has requested a stage 2 complaint regarding not being given complete information regarding a grant.	Housing	1
	1	Unknown	Customer has requested an FOI internal review as believes an exemption has been applied incorrectly on their FOI request regarding software information.	Performance	1

Q4 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Unknown	Customer has escalated their complaint regarding a lack of compliance with health and safety measures outlined in a risk assessment during works to a Council car park.	Property Services	1
Total Stage 2's for January 2025. Split by department					4
Total Stage 2's for January 2025.					4
Feb-25	1	Whitwell	Customer has escalated their claim regarding the Tenancy Management Officer.	Housing	1
	1	Bolsover	Customer would like to escalate their complaint regarding ongoing rendering works.	Housing Repairs and Maintenance	1
	1	Pleasley	Customer would like to escalate their complaint regarding Planning Enforcement and private land matters.	Planning	2
	1	Unknown	Customer would like to escalate their complaint regarding a Planning report being removed following an appeal and concerns regarding a broader issue of errors.		
	1	Creswell	Customer would like to escalate their complaint regarding the demolition of their outbuilding and a lack of communication.	Property Services	1
	1	Out of Area - Barlow	Customer would like to escalate their complaint to a stage 2 regarding communication they have had with the Business Rates Team resulting in a large bill.	Revenues	1
Total Stage 2's for February 2025. Split by department					6
Total Stage 2's for February 2025.					6
Mar-25	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Customer Services	1
	1	Pinxton	Customer is not happy regarding an issue that is being reviewed by Environmental Health	Environmental Health	1

Q4 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Housing	1
	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Performance	1
	1	Clowne	Customer has complained about the Planning departments lack of communication concerning two developments within Clowne.	Planning	1
	1	Langwith	Customer has escalated their complaint regarding the Grounds Maintenance knocking down the fence.	Street Scene	1
Total Stage 2's for March 2025. Split by department					6
Total Stage 2's for March 2025.					4

Total Stage 2's for Q4 2024-2025. Split by department	16
Total Stage 2's for Q4 2024-2025.	14



A - Stage 2 Complaints recorded by department 01/04/24 – 31/03/25		
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			Answered Within Timescale	Answered Outside of Timescale
Services Directorate	Communications	1	1	0
	Customer Services	2	2	0
	Legal	1	1	0
	Performance and Improvement	5	5	0
	Revenues & Benefits	10	10	0
Strategy Directorate	Housing Management & Enforcement	17	17	0
	Joint Environmental Health	4	4	0
	Leisure Health & Well Being	2	2	0
	Planning & Planning Policy	5	5	0
	Street Scene	9	9	0
Dragonfly Development Ltd	Property Services	5	4	1
	Repairs	7	7	0

Appendix 3 (F) Ombudsman Complaints by department 01/01/25 – 31/03/25

Please note that some complaints were for 2 or more departments.

Q4 Ombudsman Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-25	1	Pinxton	The complainant, Mr X, complains about the lack of maintenance to the graveyard where his parents are buried.	Street Scene	1
Total Ombudsman Complaints for January 2025. Split by department					1
Total Ombudsman Complaints for January 2025.					1
Total Ombudsman Complaints for February 2025. Split by department					0

Q4 Ombudsman Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Ombudsman Complaints for February 2025.					0
Mar-25	1	Out of Area - Barking	Mr X complained the Council caused a land ownership dispute between he and another party. Mr X believes he is now at a financial loss because he has had to resolve this dispute at a Tribunal, including legal costs. He also said he has been unable to build on the land, he believes to be his, thereby causing a loss of earnings. Mr X wanted the Council to compensate him for his losses.	Legal	1
	1	Shirebrook	Mr X said he paid a sum of money into a Council payment machine which was not fully accounted for. He said this meant £20 was not put onto a payment he made. Mr X wants the Council to make up the difference.	Customer Services	1
Total Ombudsman Complaints for March 2025. Split by department					2
Total Ombudsman Complaints for March 2025.					2
Total Ombudsman Complaints for Q4 2024-2025. Split by department					3
Total Ombudsman Complaints for Q4 2024-2025.					3

G – Ombudsman's Summary 01/04/24 – 31/03/25	Ombudsman	Date Received	Departments Involved	Date Decision Letter Received	Ombudsman Decision
The complainant, Mr X, complains about the lack of maintenance to the graveyard where his parents are buried.	LGSCO	8/1/25	Street Scene	24/2/25	We will not investigate Mr X's complaint about graveyard maintenance. This is because there is insufficient evidence of fault by the Council to warrant an investigation.
Mr X complained the Council caused a land ownership dispute between he and another party. Mr X believes he is now at a financial loss because he has had to resolve this dispute at a Tribunal, including legal costs. He also said he has been unable to build on the land, he believes to be his, thereby causing a loss of earnings. Mr X wanted the Council to compensate him for his losses.	LGSCO	27/3/25	Legal	27/3/25	We will not investigate Mr X's complaint because he has an alternative legal remedy through the courts, and it would be reasonable for him to use that alternative remedy.
Mr X said he paid a sum of money into a Council payment machine which was not fully accounted for. He said this meant £20 was not put onto a payment he made. Mr X wants the Council to make up the difference.	LGSCO	28/3/25	Customer Services	28/3/25	We will not investigate Mr X's complaint. The Council investigated his complaint and said the payment had not been made and Mr X disputes this. Because there is no other evidence we can consider, we cannot reach a conclusion and so there is no worthwhile outcome we can achieve.

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman