

## Ombudsman Complaints received:

Reference	Authority	Category	Subcategory	Received
23020164	Bolsover District Council	Housing	Housing-other	13/06/24
24003658	Bolsover District Council	Housing	Allocations	31/05/24
24005826	Bolsover District Council	Housing	Housing-other	18/07/24
24008279	Bolsover District Council	Other	Non-local government	27/08/24
24011300	Bolsover District Council	NULL	NULL	27/09/24
24013042	Bolsover District Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	23/10/24
24019770	Bolsover District Council	Highways & Transport	Highways & transport-other	20/02/25
24021039	Bolsover District Council	Corporate & Other Services	Land	04/03/25
24022794	Bolsover District Council	Benefits & Tax	Council tax	27/03/25

## Ombudsman Complaints decided:

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason
23019048	Bolsover District Council	Corporate & Other Services	Standards committees	24/05/24	Closed after initial enquiries	Not warranted by alleged fault
23020164	Bolsover District Council	Housing	Housing-other	15/08/24	Closed after initial enquiries	Not warranted by alleged fault
24003658	Bolsover District Council	Housing	Allocations	15/07/24	Closed after initial enquiries	Not warranted by alleged fault
24005826	Bolsover District Council	Housing	Housing-other	06/09/24	Closed after initial enquiries	Sec 26(7) - all or most
24008279	Bolsover District Council	Other	Non-local government	27/08/24	Advice given	Signpost - go to complaint handling
24011300	Bolsover District Council	NULL	NULL	27/09/24	Incomplete/Invalid	Insufficient information to proceed and PA advised

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason
24013042	Bolsover District Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	24/02/25	Closed after initial enquiries	Not warranted by alleged fault
24019770	Bolsover District Council	Highways & Transport	Highways & transport-other	28/03/25	Closed after initial enquiries	No worthwhile outcome achievable by investigation
24021039	Bolsover District Council	Corporate & Other Services	Land	27/03/25	Closed after initial enquiries	26(6)(c) Court remedy

## Compliance

Reference
No compliance data recorded during the period

Explanatory notes	
A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).	
Cases received	
Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Cases decided	
Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025. Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded. Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: <a href="https://www.lgo.org.uk/your-councils-performance">https://www.lgo.org.uk/your-councils-performance</a>	
We report our decisions by the following outcomes:	
<b>Invalid or incomplete:</b> We were not given enough information to consider the issue.	These decision outcomes are included in the number of cases reported as <b>not for us / not ready for us</b> in the complaints overview section on the online map.
<b>Advice given:</b> We provided early advice or explained where to go for the right help.	
<b>Referred back for local resolution:</b> We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.	

<b>Closed after initial enquiries:</b> 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.	This decision outcome is included in the number of cases reported as <b>assessed and closed</b> in the complaints overview section on the online map.
<b>Upheld:</b> We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as <b>investigated</b> in the complaints overview section on the online map.
<b>Not upheld:</b> We completed an investigation but did not find evidence of fault.	
The following decision reasons are <b>satisfactory remedy decisions</b> , i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:	These decision reasons are included in the number of cases reported as <b>satisfactory remedies provided by the council</b> on the online map.
<i>Upheld - Injustice remedied during organisations complaint processes</i>	
<i>Upheld - fault &amp; inj - no further action organisation already remedied</i>	
<b>Compliance outcomes</b>	
<p>Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. 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 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.</p> <p>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.</p>	