

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 29th September 2025

Compliments, Comments and Complaints Report 25/26 **1st April 2025 to 30th June 2025**

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 April 2025 to 30th June 2025.
 - 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 April 2025 to 30th June 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 **78%** for Q1.

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

Benefits achieved **91%** for Q1.

E-mails

For this reporting period 1st April 2025 to 30th June 2025 Q1:

- **4,222** email enquiries from the public were received via Revenues@bolsover.gov.uk & Benefits@bolsover.gov.uk
- All were acknowledged within one working day.

2.1.2 Contact Centres (Appendix 1)

Telephones

Target 1 - 75% of incoming calls to be answered within 20 seconds (target reduced for 2025/26)

Contact Centres achieved **75%** for quarter Q1.
(**17,426** calls answered).

Target 2 – less than 3% of calls abandoned.

Contact Centre achieved **2%**.
(**418** abandoned calls).

Target 3 – Average wait time not to exceed 30 seconds.

Contact Centre achieved **35** seconds.

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 April 2025 to 30th June 2025:

- **8,484** email enquiries (in Q1) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day.
- **99.7%** were replied to in full within 8 working days cumulatively for Q1.

Live Chat

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

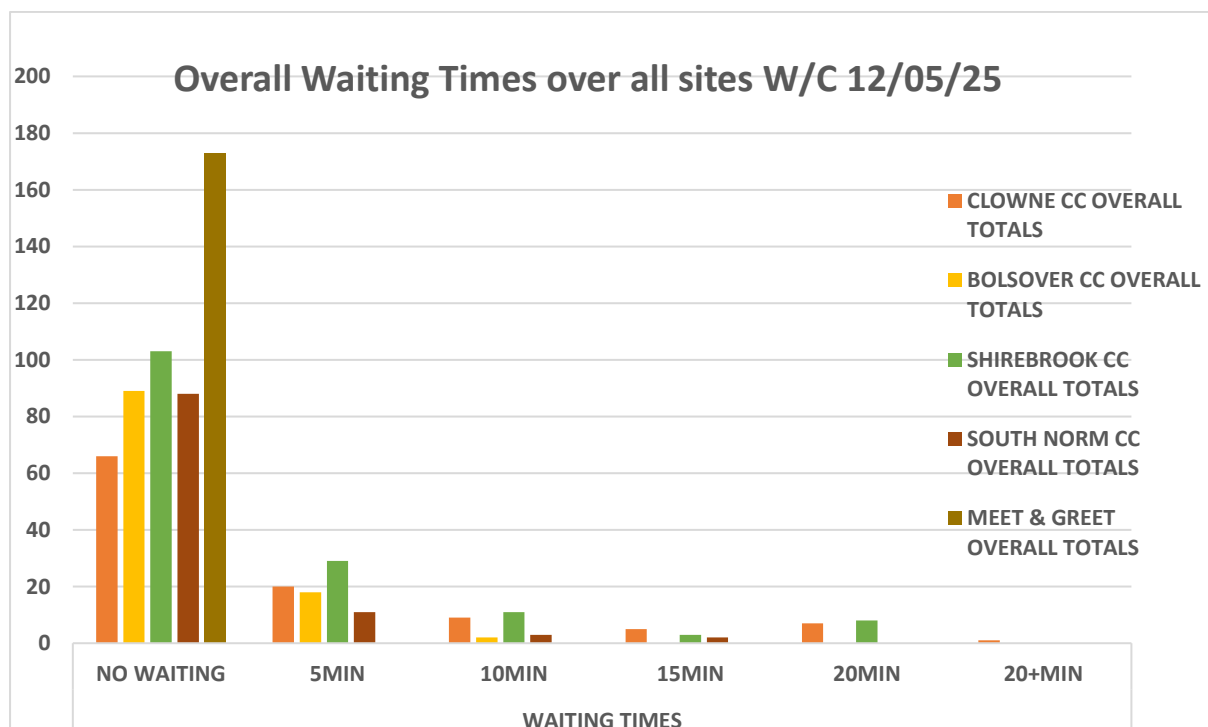
Contact Centres achieved **89%** for Q1 580 chats were answered out of 589.

Face to Face

During Q1 7,597 visitors to Contact Centres and the Meet & Greet Reception desk.

Face to Face Monitoring undertaken week commencing 12.05.25 across all 4 contact centres and Meet & Greet (M&G) Reception to measure waiting times.

80% (519) customer were served within 20seconds (648 face to face contacts in total) the majority of enquiries were for Housing/Repairs, Revenues and Bus Passes and M&G Enquiries). Only 20% were waiting up to 20mins.



2.2 Compliments, Comments and Complaints

Compliments

Appendix 2 (A) shows the number of compliments received for the period by department. In total **58** compliments were received during Q1 1st April to 30th June 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms

Compliments received Q1 – **7**

Comments

Appendix 2 (B) shows the number of comments received for the period Q1, **13** 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 Q1 - **13**

Complaints

Stage 1

Appendix 2 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **59** stage 1 complaints were recorded in Q1 and **10** M.P. enquiries during this same period.

97% stage 1 complaints and **100%** M.P. enquiries were responded to within the Council's customer service standard of 10 working days, (2 complaints (Env Health) just fell outside of time frame overall average days taken 6 working days).

Stage 2

Appendix 2 (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 **7** stage 2 complaints were received.

100% stage 2 complaints were responded to within the Council's customer service standard of 20 working days , average working days taken to respond 16 days.

Ombudsman

2 Ombudsman (Local Government) complaints were received for investigation during Q1 period 1st April to 30th June 2025. 1 still awaiting decision, 1 no investigation as early remedy and intervention by the Council was advised.

Service Improvements

The following service improvements have been identified in Q1 from Comments and Complaints :

Reference Number	Description	Improvement
7675	The customer was unhappy with the conduct of the Council's Contractors.	Dragonfly have increased their presence on site to ensure standards are being maintained by Contractor Operatives.
7680	The customer is unhappy with the Council's electrical testing contractors, as well as with the communication from the Council and Dragonfly.	New processes have been agreed for future contractors to monitor and respond to emails from the start of mobilisation
7691	The customer has complained that their repairs appointment was missed.	A new process has been put in place for scheduling works which does not rely on the jobs being sent back to the system before rescheduling is completed, this should prevent jobs being missed in the future.
7657 (Comment)	Advised that the recycling information is conflicting regarding toothpaste tubes and asked the Refuse team to clarify	Website information updated on the recycling of toothpaste tubes.
7677 (Comment)	The customer commented that they had not been notified by BDC about some extensive roof works on their property. They believe tenants should be informed of any planned works in the future.	The Managing Building Surveyor / Contract Administrator confirmed they will review the process of sending letters out with the contractor.
7701 (Comment)	The customer has advised that they feel the tone of a letter received following an outstanding amount of an invoice was not necessary considering the amount.	Debtors to look at changing the system so that bailiff a letter not triggered for debts under a certain value

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:

<u>Finance and Risk</u>	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		
<u>Legal (including Data Protection)</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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		
<u>Staffing</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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

Increasing customer satisfaction with our services.
 Improving customer contact and removing barriers to accessing information.
 Actively engaging with partners to benefit our customer.

Links to Council Ambition: Customers, Economy, Environment, Housing
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Promoting equality and diversity and supporting vulnerable and disadvantaged people.
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DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Service Standards monitoring 01/04/25 to 30/06/25
2.	Compliments, Comments and Complaints: A. Compliments by department 01/04/25 to 30/06/25 B. Comments by department 01/04/25 to 30/06/25 C. Stage 1 complaints 01/04/25 to 30/06/25 D. Stage 2 complaints by department 01/04/25 to 30/06/25 E. M.P Enquiries 01/04/25 to 30/06/25 F. Ombudsman Complaints 01/04/25 to 30/06/25

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>

None

APPENDIX 1 – Customer Service Standards Monitoring 01/04/25 to 30/06/25

Key Customer Service Standards - Performance Monitoring - 2025/26													
					E-mail Standards			Live Chat		Written Complaints			
Period	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 Contact Centres & Revenues	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days (Contact Centres)	No. of Live Chats answered 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		75%	70%	80%		100%	100%		90%		100%		100%
April to June	17,426	75%	78%	91%	12,706	100%	99.7%	580	89%		97%		100%
Quarter 1	17,426	75%	78%	91%	12,706	100%	1	580	89%	59	97%	10	100%
July to September													
Quarter 2 Cumulative	17,426	75%	78%	91%	12,706	100%	100%	580	89%	0	97%	0	100%
October to December													
Quarter 3 Cumulative	17,426	75%	78%	91%	12,706	100%	100%	580	89%	0	97%	0	100%
January to March													
Quarter 4 Cumulative	17,426	75%	78%	91%	12,706	100%	100%	580	89%	0	97%	0	100%

Appendix 2 (A) Compliments by Department 01/04/25 to 30/06/25

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

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Apr-25	1	Mosborough	Expressed their gratitude for the opportunity for Bolsover TV to record at their school and were absolutely delighted by the wonderful video made.	Communications	2
	1	Unknown	Complimented the Derbyshire Makes video on being brilliant and thanked Bolsover TV.		
	1	Clowne	Complimented two Customer Advisors for being brilliant when faced with a complicated situation, both were extremely pleasant and helpful.	Customer Services	5
	1	Newton	Complimented the Customer Advisors at South Normanton Contact Centre for being lovely, friendly and helpful.		
	1	Stanfree	Complimented a Customer Advisor for being professional, friendly, and informative.		
	1	Unknown	Thanked the Customer Advisor for their efforts as they expertly managed a difficult situation.		
	1	Whitwell	Advised that the Customer Advisor was a great help in completing the housing application and that they were very friendly and polite.		
	1	Langwith	Complimented the electrician on doing an excellent job and cleaning up after themselves.	Dragonfly	5
	1	New Bolsover	Thanked the Repair Operatives who have worked at their property. They have done a good standard of work and the tenant feels highly satisfied and overwhelmed. They respected the property and the tenants wishes and were both excellent and a fantastic duo. The customer also thanked the Repairs and Void Manager for listening to them and their support in enabling this work to be completed.		
	1	South Normanton	Thanked the Repairs Planner for all their help is resolving some issues with their garden including the removal of rubbish and levelling the garden.		

Q1 Compliments 2025/26							
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department		
	1	Tibshelf	Thanked the Repair Operatives who mended their toilet, they were excellent, did a good job and were careful around the property.				
	1	Whitwell	Advised the Gas Engineer had spoken to them with dignity and treat their property with respect, the tenant could not praise them enough.				
	1	Unknown	Thanked an Environmental Health Officer for their support throughout the noise complaint process, the customer appreciates the Officers help and advice.	Environmental Health	1		
	1	Shuttlewood	Complimented the Extreme Wheels Road Show Officers for being very polite, informative, giving clear instructions and being safety conscious. They hope the sessions continue in the future.	Leisure	1		
	2	Clowne	Thanked the Grounds Maintenance team for clearing away fly tipping.	Street Scene	8		
			Complimented two Community Enforcement Rangers for their professionalism, efforts and positive attitude portrayed at a recent event.				
	1	Creswell	Thanked the Refuse team who collect the bulky waste, they feel it is a great service for a good price.				
	1	Hodthorpe	Thanked the Grounds Maintenance team for mowing their lawn, they have said that they have done a brilliant job.				
	2	Pinxton	Thanked a Customer Advisor who quickly arranged for their bin to be emptied following some exceptional circumstances.				
			Thanked all of the Refuse teams for being marvellous.				
	1	Unknown	Thanked the Refuse team for going the extra mile to help a customer.				
	1	Whitwell	Thanked the Street Scene Co-ordinator and the Grounds Maintenance team for the good job they have done.				
Total compliments for April 2025. Split by department						22	
Total compliments for April 2025.						22	

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
May-25	1	Barlborough	Customer commented how helpful the Customer Advisor was, even though they were very busy, they were very professional and very helpful.	Customer Services	4
	1	Clowne	Thanked three Customer Advisors for the help they gave with the forms the customer had to complete linked to their husband's death, they advised the staff were helpful and friendly and it was a pleasure to speak to a nice gentleman.		
	1	Pinxton	The customer wanted to thank the Customer Advisor for their brilliant service, the replacement they ordered was delivered the next day and they were very thankful.		
	1	Unknown	Complimented the Contact Centre Manager and the Customer Advisor for how they dealt with the police. They ensured it was a smooth process, knew exactly what to do and processed everything correctly with minimum fuss.		
	1	Creswell	Customer was very happy with the Repairs team and the Repairs Co-Ordinator and are happy with the results and a great job done.	Dragonfly	2
	1	South Normanton	Customer is happy with the hand rail that has been fitted and wanted to pass on they have done a good job and are very pleased.		
	1	Bolsover	The customer wanted to thank the Environmental Health Officer for their quick response and the service provided.	Environmental Health	2
	1	Whitwell	Customer would like to say thank you to the Environmental Health Officer for their courtesy and professionalism and said the officer was brilliant.		
	1	Shirebrook	Customer sent in a thank you card, to show the Housing Allocations Officer their appreciation for all the support and help they have given.	Housing	1

Q1 Compliments 2025/26							
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department		
	1	Unknown	Thanked the IT Technician for being extremely helpful. They were patient, understanding and listened to the Customer Advisors frustrations. They felt the Officer went above and beyond to try and find a resolution, which themselves and the Customer Advisor were very grateful for.	ICT	1		
	1	Unknown	Customer thanked the Benefits Officer who was very courteous and helpful.	Revenues	1		
	2	Blackwell	Customer has complimented the Grounds Maintenance Operative using the Street Sweeper for returning after the machine was full and finishing the job. They feel they have done a wonderful job and it is a great service.	Street Scene	4		
			Customer thanked the Grounds Maintenance team that swept their street, they have done a very good job and the street looks nice.				
	2	Unknown	Advised that the Community Safety and Enforcement Officer had been very professional during mediation and had made their lives easier and that they appreciated the support from the team.				
			The customer has complimented the Grounds Maintenance Operative for doing a top class job when operating the Road Sweeper.				
	Total compliments for May 2025. Split by department					15	
Total compliments for May 2025.					15		
Jun-25		Unknown	The customer wanted to thank the Communications team for helping them. They are happy with the content of the Bolsover TV episode and how quick it was published.	Communications	1		
		Blackwell	Customer is happy with the super-fast response by the Repairs Operative and the Customer Advisor.	Customer Services	3		
		Clowne	The customer wanted to say that Customer Services and Complaints team are all stars for recent help on a customer query relating to data breach.				

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
		New Houghton	Customer praised the Contact Centre Staff for giving brilliant customer service every time they call. They always find the answer and always come through. The customer feel that they are the beacon for local Councils.		
		Blackwell	The customer has complimented the Drainage Operative for bring very friendly and nice. The Operative was very positive and had a can do attitude, the job was completed efficiently and they were friendly towards their autistic son.	Dragonfly	8
		Blackwell	Customer is happy with the super-fast response by the Repairs Operative and the Customer Advisor.		
		Bolsover	The customer has complimented the Electrician and Apprentice for being very polite, friendly, and efficient.		
		Bolsover	The customer complimented the Electrician for being very polite and doing a great job. The light will make a big difference and improve safety and security for themselves and people visiting their property.		
		Clowne	The customer complimented the Electrical Operative on being impeccable. They though that they were lovely, pleasant, courteous and helpful.		
		Hodthorpe	Tenant wanted to pass on that the Operative that completed the repair was very helpful, pleasant and carried out the work efficiently.		
		Pinxton	Customer wanted to thank the Drainage team who had been out and done a brilliant job. The customer also wanted to say thank you for the quick response and very good workmanship, they are very grateful.		

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
		Unknown	<p>The Parish Council expressed their sincere thanks to everyone involved in co-ordinating and progressing the planned works for tenant's Property. They appreciate the time and effort that has gone in to identifying the repairs, arranging contactor visits and considering minimal disruption to tenant.</p> <p>There was clear communication and attention to detail, and willingness to work collaboratively with the Parish Council. The work put in they are confident will make a real difference to the tenant's living environment.</p>		
		Clowne	The customer wanted to say that Customer Services and Complaints team are all stars for recent help on a customer query relating to data breach.	Governance	1
		Unknown	Customer expressed their thanks to the Housing Options Officer and the Housing Options Triage Officer for how supportive they were. The customer is extremely grateful for their advice and support.	Housing	3
		Unknown	Customer wanted to thank the Housing Options Officer, they are extremely grateful for their help, support and understanding.		
		Unknown	<p>The Parish Council expressed their sincere thanks to everyone involved in co-ordinating and progressing the planned works for tenant's Property. They appreciate the time and effort that has gone in to identifying the repairs, arranging contactor visits and considering minimal disruption to tenant.</p> <p>There was clear communication and attention to detail, and willingness to work collaboratively with the Parish Council. The work put in they are confident will make a real difference to the tenant's living environment.</p>		

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
		Clowne	Customer wanted to thank the Officer wholeheartedly for the clear and helpful way they spoke on the voicemail they left, all information given was concise and they felt it was a really nice, friendly message which was easy to understand.	Revenues	1
		Blackwell	The customer would like to thank the Operative who completed a street sweep, they have done a marvellous job and were very diligent in their work and it makes such a difference to the appearance.	Street Scene	7
		Bolsover	Customer was very impressed with the Street Cleaner who is always busy keeping the area of Bolsover to a high standard of cleanliness. The Operative is also polite, friendly and does a good job.		
		Bolsover	Customer complimented the Grounds Maintenance team for doing a good job road sweeping and attending within a few days of their report.		
		Clowne	Thanked the Community Safety and Enforcement Team and expressed their appreciation for being a massive help. It has had a big impact on the customer and they feel it's a pleasure and they are lucky to have the support of the team.		
		Glapwell	Customer wanted to pass on feedback and thank the Refuse Team, they always do a very good job and the customer is very grateful for the job they do.		
		Shirebrook	Customer was really pleased with the grass cutting completed by a Grounds Maintenance Operative who has done a good job. They would also like to compliment the Streetscene Co-ordinator who was very friendly.		
		Tibshelf	Customer wants to pass on thanks to Assisted Gardening team for all their help.		
Total compliments for June 2025. Split by department					24

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Total compliments for June 2025.					21

Total compliments for Q1 2025. Split by department	61
Total compliments for Q1 2025.	58

Appendix 3 (B) Comments by Department 01/04/25 to 30/06/25

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

Q1 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Apr-25	1	South Normanton	Requested that Officers leave voicemails so that the Contact Centre can direct the customer to the correct person.	Customer Services	1
	2	Bolsover	Suggested that neighbours are informed when scaffolding is erected on a Council property in case access is required.	Dragonfly	3
			The customer commented that they had not been notified by BDC about some extensive roof works on their property. They believe tenants should be informed of any planned works in the future.		
	1	Shirebrook	Commented that they feel Repair Operatives should go to the jobs where they are most experienced.		
	1	Bolsover	Commented that the Environmental Health Service should provide rough timeframes for Pest Control appointments as currently this is not very customer friendly.	Environmental Health	1
	1	Clowne	Commented that there were no Easter Bank Holiday opening hours posted on the BDC website or the Go! Active website. Suggested that providing this information in the future would be helpful.	Leisure	2
	1	Shuttlewood	Advised that the social media post for Extreme Wheel's needs to be clearer and state when they are doing scooter/skate sessions and that equipment must be brought.		
	1	Newton	Advised that the recycling information is conflicting regarding toothpaste tubes and asked the Refuse team to clarify	Street Scene	1
Total comments for April 2025. Split by department					8

Q1 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
May-25	1	Whitwell	A letter has been received for a gas service without a date or a time of the appointment.	Dragonfly	1
	1	Out of Area - Calow	The customer has advised that they feel the tone of a letter received following an outstanding amount of an invoice was not necessary considering the amount.	Finance	1
	1	Out of Area - Calow	The customer has advised that they feel the tone of a letter received following an outstanding amount of an invoice was not necessary considering the amount.	Housing	1
	1	Westhouses	The customer has advised that there is no option to report missed assisted bin collections on self service.	ICT	1
	1	Westhouses	The customer has advised that there is no option to report missed assisted bin collections on self service.	Street Scene	1
Total comments for May 2025. Split by department					5
Total comments for May 2025.					3
Jun-25	1	Out of Area - Mansfield	The customer has advised the link for Dragonfly investigation is not user friendly and does not allow them to print in PDF. Also, the website could be more user friendly.	Communications	2
	1	Whaley Thorns	The customer has commented that you can only get the change of circumstances form for Council Tax via phone and this should be accessible on the website through Self Service.		

Q1 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	Whaley Thorns	The customer has commented that you can only get the change of circumstances form for Council Tax via phone and this should be accessible on the website through Self Service.	ICT	1
Total comments for June 2025. Split by department					3
Total comments for June 2025.					2
Total comments for Q1 2025. Split by department					16
Total comments for Q1 2025.					13

APPENDIX 3 (C) – Stage 1 Complaints by department 01/04/25 to 30/06/25

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

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
APR 25	Langwith	The customer is unhappy with the conduct of the Tenancy Management Officer.	The customer has complained about the length of time it has taken for the bins to be delivered and that the side waste was not collected.	Customer Services	2
	1	Stanfree	The customer is dissatisfied with the service received at Clowne Contact Centre.		
	1	Blackwell	The customer is unhappy about being evicted from the garage site to allow for building works, only to later discover that no works will now be carried out on the site	Dragonfly	7
	1	Bolsover	The customer has complained regarding the parking of two Council vehicles.		
	1	Creswell	The customer is unhappy with the handling of housing repairs, the process of moving back into the property, and the standard of the repair and cleaning.		
	1	Hodthorpe	The customer is unhappy with the conduct of the Council's Contractors.		
	1	Shirebrook	The customer has complained regarding an ongoing mould issue in their bathroom.		
	1	Tibshelf	The customer is unhappy with the Council's electrical testing contractors, as well as with the communication from the Council and Dragonfly.		
	1	Whitwell	The customer has complained that Repair Operatives have not attended on two planned repair appointments.		
	2	Creswell	The customer is unhappy with the handling of housing repairs, the process of moving back into the property, and the standard of the repair and cleaning.	Housing	3
			The customer is unhappy with their mutual exchange decision and the advice given during the process.		

Q1 Stage 1 Complaints 2025/26							
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department		
	1	Out of area	The customer has complained they have received a lack of support from the Council.	Legal	1		
	1	Shirebrook	The customer has complained regarding communication prior to an attachment of earnings.	Revenues	1		
	1	Clowne	The customer has complained regarding sanctions taken on a member of the public by the Monitoring Officer.	Statutory Officers	1		
	3	Bolsover	The customer has complained regarding the Grounds Maintenance team cutting their communal garden. Damage has been done to their washing line and a manhole.	Street Scene	7		
			The customer has complained that the Refuse team did not collect their green bins on the mop up round.				
			The customer has complained regarding ongoing missed green bin collections.				
	2	Creswell	The customer has complained about the length of time it has taken for the bins to be delivered and that the side waste was not collected.				
			The customer has complained regarding multiple missed clinical waste collections.				
	2	South Normanton	The customer is unhappy with the conduct of the Refuse Co-Ordinator during a phone call. They were also unhappy about damage to the grass verge on the street.				
			The customer is unhappy with the actions of the Refuse Operatives.				
Total Stage 1 for April 2025. Split by department						22	
Total Stage 1 for April 2025.						20	
May-25	1	Shirebrook	The customer disputes the Council Tax Summons received and is unhappy with the advice received from a Customer Advisor.	Customer Services	1		

Q1 Stage 1 Complaints 2025/26

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Langwith Junction	The customer has complained regarding the erection of scaffolding and the Contractors conduct of work.	Dragonfly	2
	1	Newton	The customer has complained that their repairs appointment was missed.		
	1	Bolsover	Customer has complained regarding an ongoing noise complaint.	Environmental Health	2
	1	Unknown	The customer is dissatisfied with how the Environmental team Officer dealt with a festival and the safety and security requirements.		
	1	Bolsover	The customer is dissatisfied with the way the rent arrears have been handled and the possible enforcement/eviction action involved.	Housing	5
	1	Creswell	The customer has complained that the Housing department have not yet allocated a suitable property to them and feels that excuses are being given		
	1	Newton	The customer has complained about damp and mould in the property.		
	2	Shirebrook	The customer has complained about the Manager and Deputy Manager at Ashbourne Court.		
			Customer is not happy that rear access to their property has been removed.		
	1	Out of Area - Alfreton	Customer has complained that Council Tax payments have not been allocated to their account and that correspondence has not been responded to.	Revenues	4
	1	Shirebrook	The customer disputes the Council Tax Summons received and is unhappy with the advice received from a Customer Advisor.		
	1	South Normanton	The customer feels that the wording used in Council Tax correspondence is threatening and accusatory and that the Revenues department do not consider individual circumstances.		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Unknown	The customer has received a Council Tax bill but has not lived at the property for several years.		
	1	Blackwell	The customer has complained that their grandfathers assisted burgundy bin collection has been missed on numerous occasions.	Street Scene	8
	2	Bolsover	The customer is not happy that a hedge bordering their property has not been cut and they did not receive communication for one month.		
			Customer is dissatisfied that their bins have not been emptied fully.		
	2	Creswell	The customer is dissatisfied with Refuse team and the lack of communication and their missed bins being a repeated problem.		
			Customer is not happy that they have to continually report their assisted burgundy waste collection has been missed.		
	2	Pinxton	The customer has witnessed the Refuse team leaving rubbish on the pavement/road.		
			The customer is dissatisfied with the maintenance of St Michael's churchyard, which is overgrown.		
	1	Shirebrook	The customer has reported damage to their vehicle caused by a Refuse Operative.		
Total Stage 1 for May 2025. Split by department					22
Total Stage 1 for May 2025.					21
Jun-25	1	Bolsover	Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.	Customer Services	2
	1	Out of Area - Duckmanton	Customer is dissatisfied that Bolsover Contact Centre public toilet has closed and with the attitude of a Customer Advisor.		

Q1 Stage 1 Complaints 2025/26

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Bolsover	Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.	Dragonfly	5
	1	Pinxton	The customer has complained regarding the Repairs Co-ordinator's behaviour and attitude and feels they have not been listened to.		
	1	Shirebrook	The customer feels there has been a lack of communication and action regarding uneven ground next to their property.		
	1	South Normanton	Customer has complained about the lack of communication from the Out of Hours Contractor and that their repair was not attended to within 4 hours which left the property unsecure overnight.		
	1	Tibshelf	The customer is dissatisfied with the service provided by the Council's Out of Hours Contractor and the Plumbers attitude. The Plumber did not arrive when expected, appeared uninterested in the issue and left quickly without resolving the problem or investigating thoroughly.		
	1	Bolsover	The customer has complained that their bank details were not changed by the Council and they were wrongly advised they were at fault. They are also dissatisfied with the Income Management Assistants attitude.	Housing	5
	2	Shirebrook	Customer has complained regarding events which they believe have led to court proceedings for rent arrears and issues with Housing Benefit. Customer has complained that one of the communal washing machines has been broken for 5 weeks.		

Q1 Stage 1 Complaints 2025/26

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Tibshelf	The customer is dissatisfied with the service provided by the Council's Out of Hours Contractor and the Plumbers attitude. The Plumber did not arrive when expected, appeared uninterested in the issue and left quickly without resolving the problem or investigating thoroughly.		
	1	Unknown	The customer has complained regarding the administration of correspondence in relation to their homelessness case.		
	1	Bolsover	Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.	Planning	1
	1	Bolsover	The customer has complained there has been a lack of communication and help when requesting help with their Council Tax which has caused them stress. They are also dissatisfied with the conduct and attitude of Council Tax Officer.	Revenues	2
	1	Shirebrook	Customer has complained regarding events which they believe have led to court proceedings for rent arrears and issues with Housing Benefit.		
	1	Bolsover	Customer has an ongoing issue with missed green bin collections.	Street Scene	7
	1	Out of Area	The customer has alleged a Refuse vehicle was speeding and driving dangerously.		
	2	Shirebrook	Customer is not happy the council do not accept compost in the green bin. They are also dissatisfied with the conduct of Refuse Operatives and feel the hangers left are inappropriate and threatening.		
			The customer has complained that their black bin has gone in to the back of the wagon and this was not reported by the Refuse		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	2	South Normanton	Crew to the Refuse department or customer.		
			Customer has complained regarding ongoing missed bin collections.		
	1	Tibshelf	Customers bulky collection has not been collected.		
Customer has an ongoing issue with missed green bin collections.					
Total Stage 1 for June 2025. Split by department					22
Total Stage 1 for June 2025.					18

Total Stage 1 for Q1 2025. Split by department	66
Total Stage 1 for Q1 2025.	59

Appendix 3 (E) MP Enquiries by Department 01/04/25 to 30/06/25

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

Q1 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Apr-25	1	Out of Area - Dronfield	Customer has concerns following a Benefits overpayment.	Revenues	2
	1	New Houghton	Customer has reported Council Tax fraud.		
Total M.P. Enquiries for April 2025. Split by department					2
Total M.P. Enquiries for April 2025.					2
May-25	1	Creswell	Customer has asked for information on potential business grants.	Business Growth	1
	1	Bolsover	Customer has housing concerns after receiving a section 21 notice.	Housing	2
	1	Whitwell	Customer has asked for assistance with their daughter and rehoming them due to safety concerns.		
	1	Bolsover	Customer has enquired about rules for metal detecting in New Bolsover	Leisure	1
	1	Bolsover	Customer has reported flying tipping around a children's recreational area and enquired regarding inspections carried out.	Street Scene	1
Total M.P. Enquiries for April 2025. Split by department					5
Total M.P. Enquiries for April 2025.					5
Jun-25	2	Whitwell	Customer is wanting assistance in the possibility of their daughter taking on the flat above them.	Housing	2
			Customer would like to know housing policies surrounding a child's age and in relation the daughter's housing application.		
	1	Pilsley	Customer would like more information to why their previous planning application was rejected and to discuss possible adjustments to allow the planning application to go ahead.	Planning	1
Total M.P. Enquiries for June 2025. Split by department					3
Total M.P. Enquiries for June 2025.					3
Total M.P. Enquiries for Q1 2025. Split by department					10
Total M.P. Enquiries for Q1 2025.					10

Appendix 3 (F) Stage 2 Complaints by department 01/04/25 to 30/06/25

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

Q1 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Stage 2 for April 2025. Split by department					0
Total Stage 2 for April 2025					0
May-25	1	Whaley Thorns	The customer has escalated their complaint to stage 2 concerning the behaviour of the Tenancy Management Officer.	Housing	1
	1	South Normanton	The customer is dissatisfied with the response to their stage 1 complaint concerning the conduct of the Refuse Co-ordinator and damaged caused by the Refuse lorry.	Street Scene	1
Total Stage 2 for May 2025. Split by department					2
Total Stage 2 for May 2025					2
Jun-25	1	Pinxton	Stage 2 escalation regarding the attitude and behaviour of a Repairs Co-ordinator.	Dragonfly	1
	1	Bolsover	Customer has escalated their complaint regarding an ongoing noise complaint.	Environmental Health	1
	2	Shirebrook	The customer would like to escalate their stage 1 complaint as they still disagree with the decision to remove rear access to their property.	Housing	3
			Customer has escalated their complaint regarding a restriction which they believed caused rent arrears contributed to their mother's illness		
	1	Unknown	The customer would like to escalate their complaint regarding correspondence in relation to their homeless case as they feel the stage 1 response is contradictory to the information received verbally from the Housing Options Officer.		
Total Stage 2 for June 2025. Split by department					5
Total Stage 2 for June 2025					5
Total Stage 2 for Q1 2025. Split by department					7
Total Stage 2 for Q1 2025					7

Appendix 3 (F) Ombudsman Complaints by department 01/04/25 – 30/06/25

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

Q1 Ombudsman Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Ombudsman for April 2025. Split by department					0
Total Ombudsman for April 2025.					0
Total Ombudsman for May 2025. Split by department					0
Total Ombudsman for May 2025.					0
Jun-25	1	Out of Area - West Bridgford	The complainant's complaint is about the Council's handling of their reports of damage, including damp and mould following a roof leak and the handling of the complaint.	Dragonfly	1
	1	Clowne	Miss X complained about the Council's actions relating to the delay in providing a business rates bill. They also complained about poor communication. Miss X also complained the £2500 bill they received is unacceptable. Miss X said the Council's actions caused their frustration.	Revenues	1
Total Ombudsman for June 2025. Split by department					2
Total Ombudsman for June 2025.					2

Total Ombudsman for June 2025. Split by department	2
Total Ombudsman for June 2025.	2

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman