



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 21st October 2025

Agenda Item 6: Customer Service Compliments, Comments and Complaints and Standards

Report for Housing & Repairs Quarter 2 - 1st July 2025 to 30th September 2025

Classification	This report is Public.
Report By	Customer Service, Standards and Complaints Manager
Contact Officer(s)	Customer Standards and Complaints Officer

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints on behalf of the Housing Management and Repairs services.
 - 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 identify improvements within its Housing Management & Repairs services.
 - To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1st July 2025 to 30th September 2025.
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REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Housing Management, Repairs departments and Tenants aware of performance in relation to the effective management of complaints and identifying any improvements.

2. Details of Proposal or Information

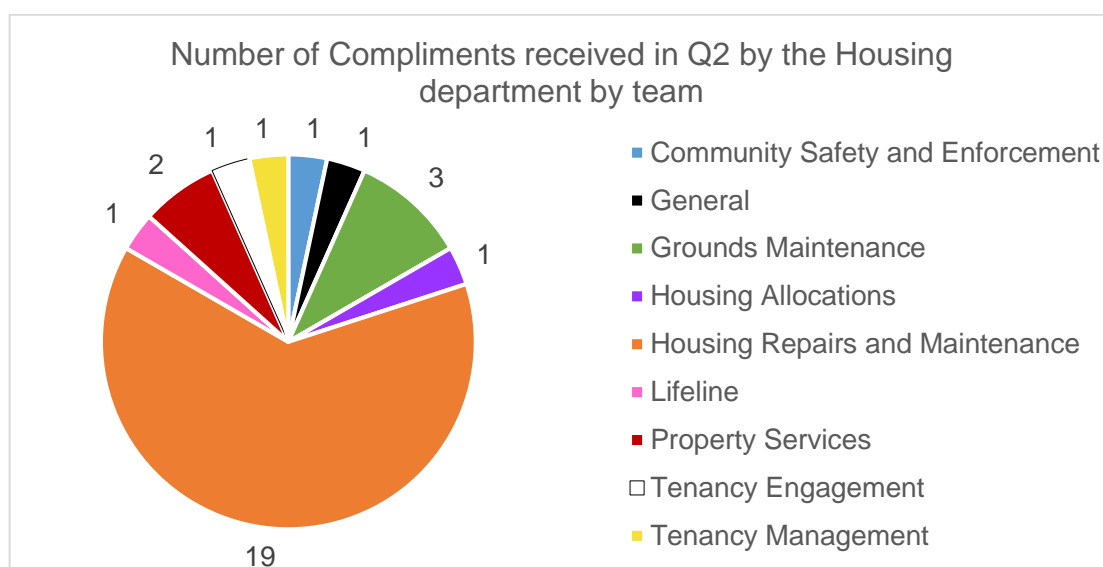
2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q2 covered more than one service area, therefore when analysing the data by Housing teams these do not mirror the actual volume of contacts received.

For 2025/2026 the data contained within Housing Liaison Board reports has been reviewed. Any non-tenancy related data has been removed including Housing Options, Housing Allocations, Community Safety & Enforcement, Careline. It is important to note, that tenancy related data for these teams will be recorded. The Council have also added tenancy related Grounds Maintenance data to the report.

Compliments

In total 29 compliments were received during the period 1st July 2025 to 30th September 2025. Compliments were received from customers who appreciated excellent service. The pie chart below shows the breakdown across the teams.



When analysing the compliments received in Q2, Dragonfly (Housing Repairs and Maintenance) received the most compliments, followed by Grounds Maintenance.

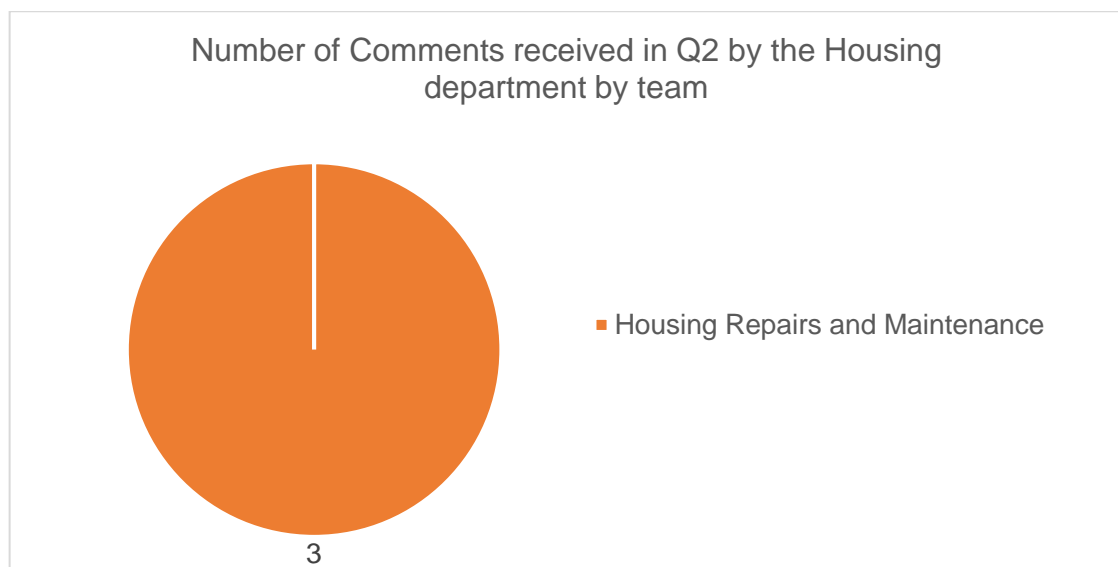
As also shown throughout 2024-2025, it is useful to note whilst repairs and maintenance has featured heavily as a core reason for complaint, this shows that a tenant's personal experience of the service by the team appears to influence their bias in response to the Council. There are clearly positives to be taken from the service delivered, as well as areas for improvement.

Most compliments for Dragonfly (Housing Repairs and Maintenance) praised Repair Operative's for their friendliness, attitude and politeness. Repair Operatives also received numerous compliments for being clean and tidy, doing an 'amazing' job, being professional and helpful.

Compliments for Grounds Maintenance were primarily thanking the team for the job the Grounds Maintenance had completed.

Comments

There were 3 comments received for the period 1st July 2025 to 30th September 2025 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.



All comments received were for Dragonfly (Housing Repairs and Maintenance). The only theme that could be derived was in relation to Repair Operative conduct / action taken. One comment related to inappropriate language, another was non-use of protective shoe coverings and finally cleaning equipment in an inappropriate place.

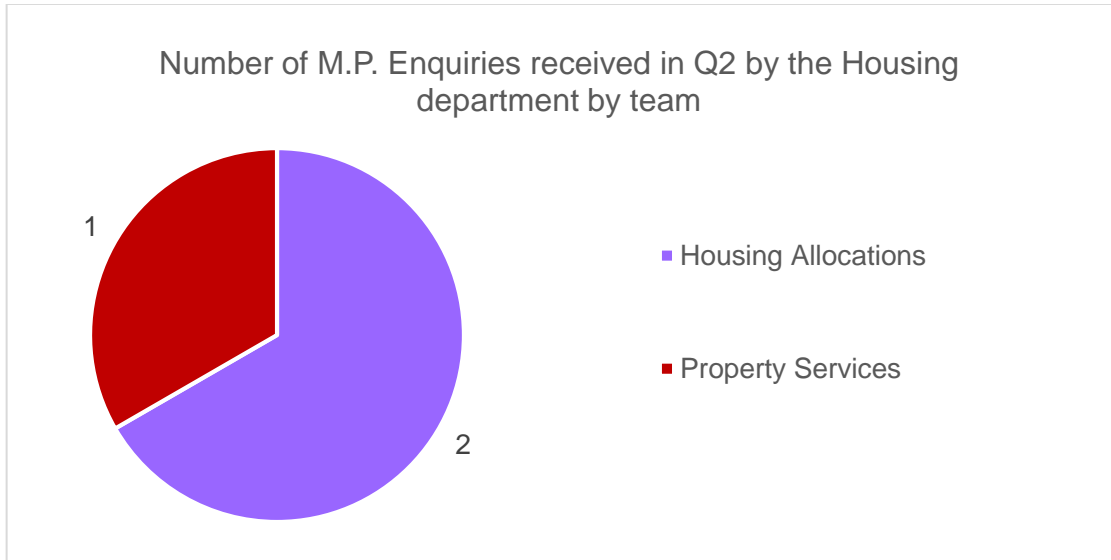
As noted in previous reports, it is noted due to the small number of comments received in Q2, that customers may not use comments as frequently as they utilise the Customer Services Department to make enquiries, service request or liaising teams direct with suggestions.

MP Enquiries

In the period 1st July 2025 to 30th September 2025, the Housing department received 3 M.P. Enquiries.

The Complaints team have witnessed a low number of M.P. Enquiries since early 2024. It is thought the information provided to the MP's Office

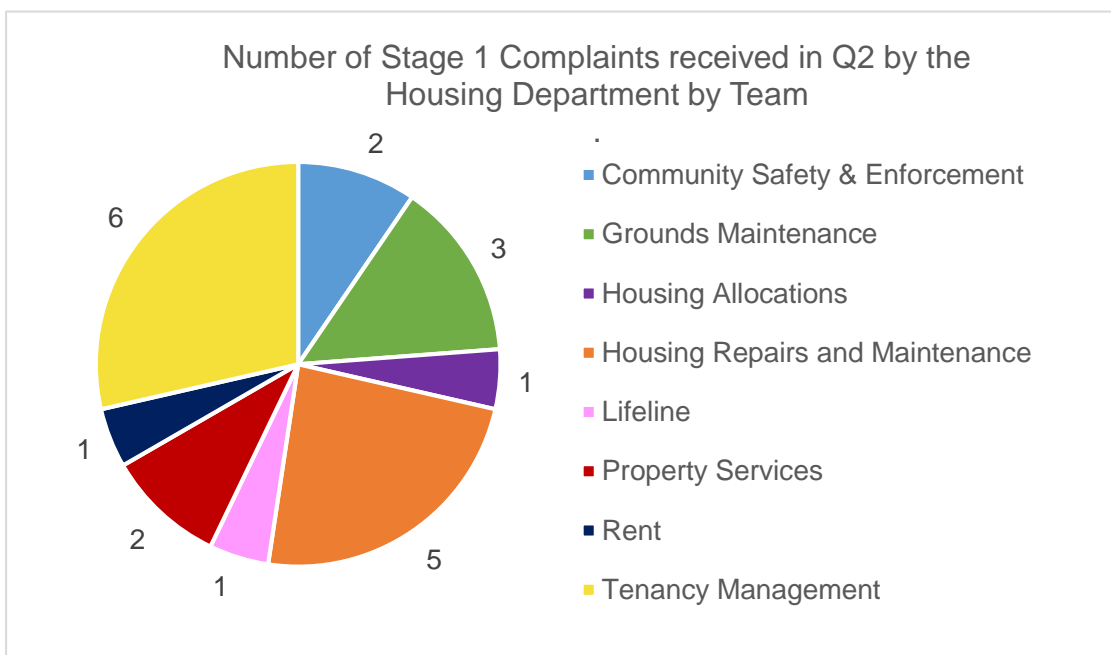
including signposting the constituent to the appropriate organisation and providing them with the Complaints policy (for out of scope issues) may have led to a reduction in MP Enquiries as constituents are being appropriately advised of the action required and being dealt with through other Council processes i.e. as a service request/first enquiry.



2 of the 3 M.P. Enquiries were regarding Housing Allocations, although no themes could be derived due to the lack of data.

Complaints – Stage 1

In total 18 Stage 1 Complaints were recorded from the 1st July 2025 to 30th September 2025.



100% Stage 1 Complaints were responded to within our customer standard and the Housing Ombudsman Code of 10 working days.

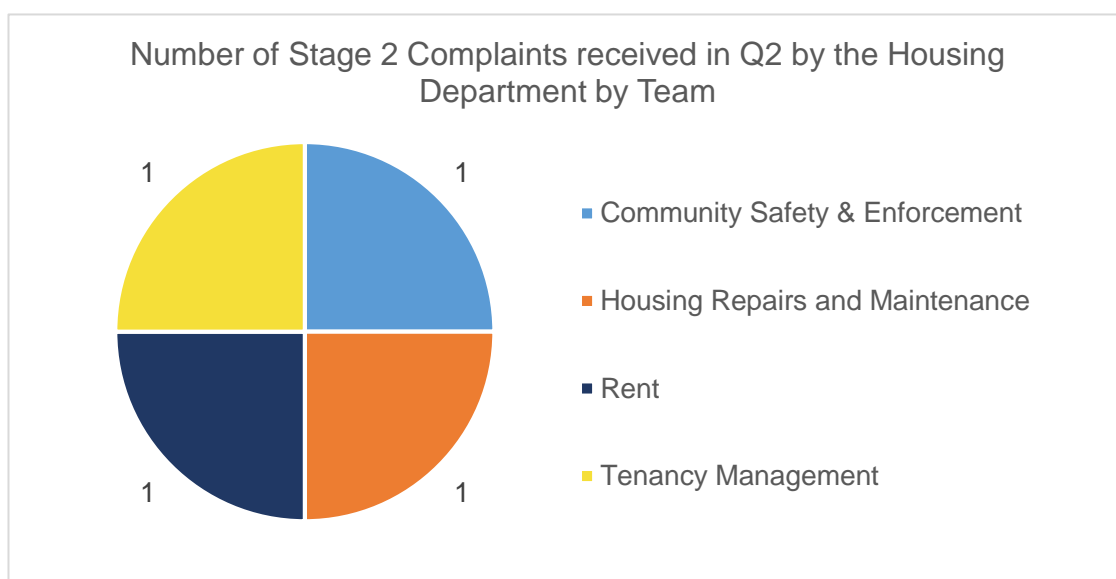
The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Tenancy Management followed by Dragonfly (Housing Repairs and Maintenance).

When analysing the themes of stage 1 complaints, Tenancy Management complaints related to dissatisfaction with the action taken or with a lack of action including: lack of tenancy enforcement action, communal area rules and right to buy complaints.

Dragonfly (Housing Repairs and Maintenance) themes included conduct of Repair Operatives and health and safety issues.

Complaints – Stage 2

3 Stage 2 complaints were recorded, from the 1st July 2025 to 30th September 2025.



All stage 2 complaints have been responded to within our customer service standard and the Housing Ombudsman Code of 20 working days.

Each of the 3 complaints were for different teams and reasons. Therefore, no common themes could be drawn.

Ombudsman

No Ombudsman complaints were reviewed during this period.

Summary for Quarter 2 2025/26

	July	August	September	Total
Compliments	8	9	12	29
Comments	2	1	0	3
Stage 1 Complaints	5	8	5	18
Stage 2 Complaints	2	1	0	3
MP Enquiries	1	0	2	3

Complaints Feedback

During quarter 2, the following service improvements were implemented as a consequence of complaints.

1. The Repairs and Voids Manager has advised that inappropriate language will be an item in the up and coming toolbox talk.
2. All Customer Advisors have been reminded of the importance of updating departments when requested via internal systems.
3. The Contractor's Director has reinforced the importance of safe work practices and undertaken a Toolbox Talk focused on asbestos safety.
4. Request made to alter the pre-eligibility housing application script on the customer information system to add a tick box for Customer Advisors to use when information regarding an appointment has been explained.
5. The Contractor has been reminded to inform the Council for any loss of services in the future to allow for appropriate notice and contingencies.

The Council will continue reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which may have not been reported.

Method of Contact

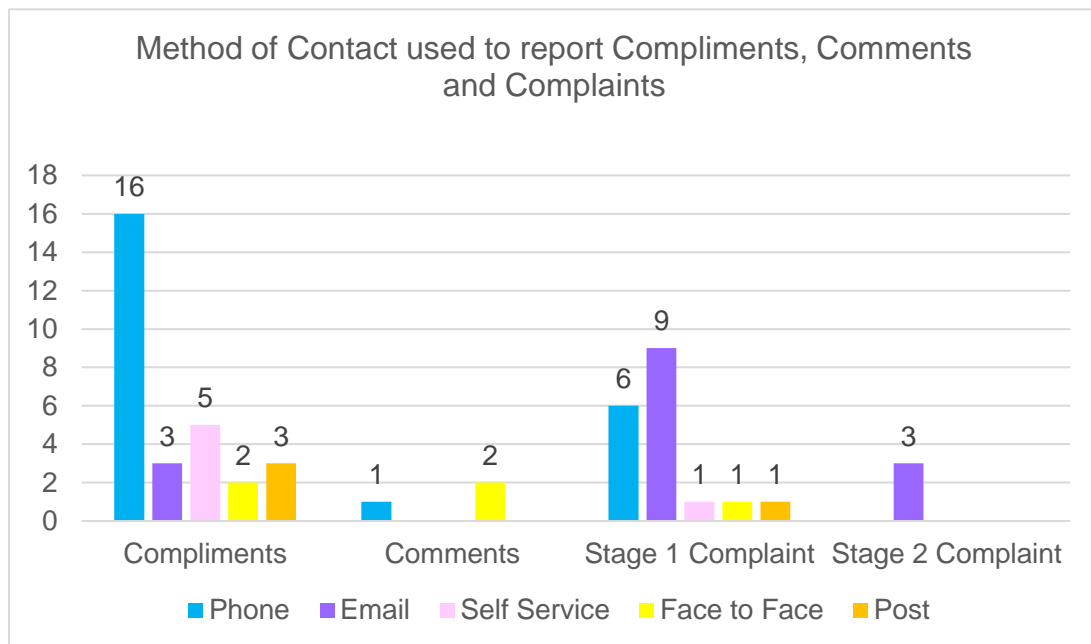
For the purposes of analysis, anything written that has come via post has been classed as 'post', this may include letters, thank you cards and feedback on posted surveys or forms.

When analysing how customers contact the Council to pass on a compliment, a comment or make a complaint, most compliments were made via

telephone, followed by self-service. Stage 1 Complaints were mostly made via email followed by telephone and all stage 2 Complaints were made by email.

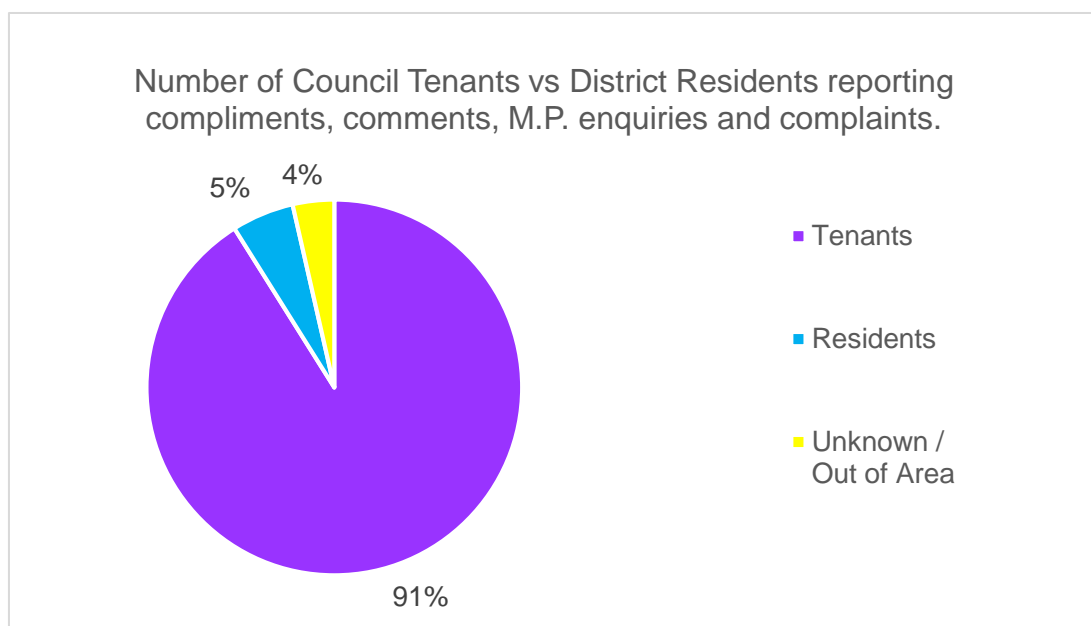
Analysis of method of contact over the last year has shown a shift to use of telephone or email over the more long-standing use of post/letter.

It is worth noting that M.P. Enquiries have not been reported on in the below graph as all M.P. Enquiries are sent via email.



Tenants' vs Residents

When analysing the data on who was making the reports to the Council for compliments, comments, M.P. enquiries and complaints we found that Tenants made most of these reports compared to residents.



Comparison to Q2 2024-2025

	2024/25	2025/26
Compliments	35	29
Comments	2	3
Stage 1	35	18
Stage 2	6	3
M.P. Enquiries	0	3

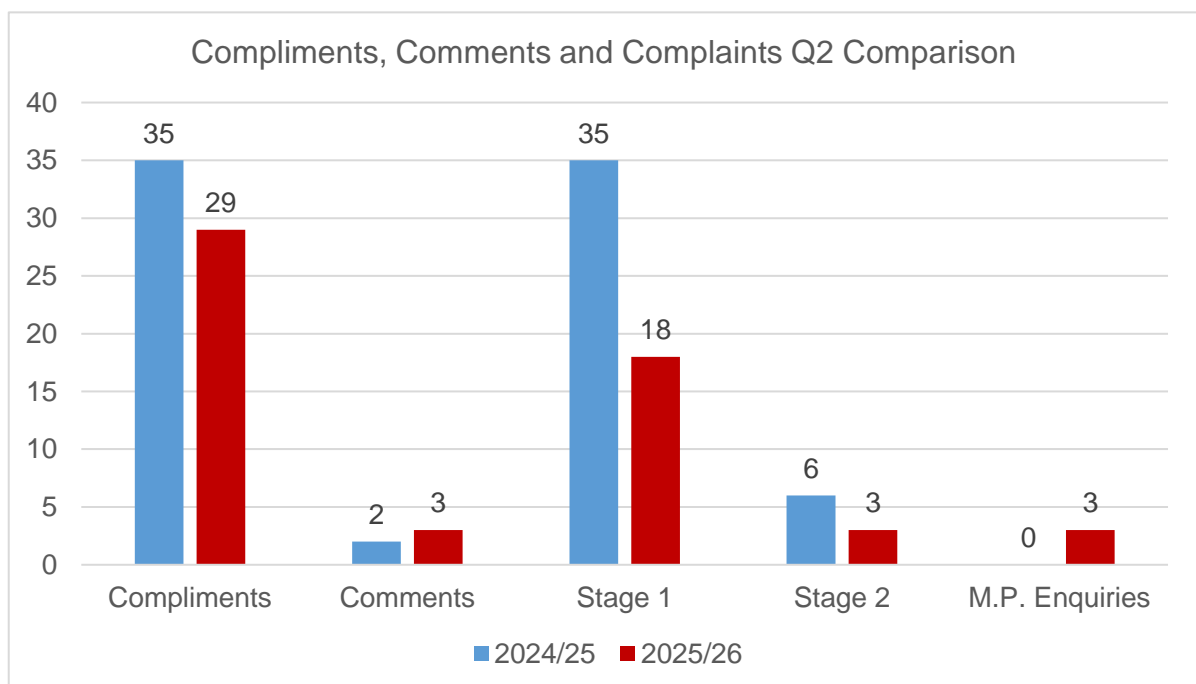
There was a similar number of compliments and comments received in Q2 2024/25.

Stage 1 complaints and stage 2 have decreased by half. However, as the data reported on was reviewed from the beginning of this year, it could be an explanation for the decreased figures.

For both periods Dragonfly (Housing Repairs and Maintenance) had the most compliments and Housing Allocations had the most M.P. Enquiries.

For method of contact, both Q2 2025/26 and 2024/25 found that compliments were mainly reported by telephone. However, stage 1 complaints were mainly reported by email followed by telephone in 2025/26 and in 2024/25 by telephone followed by email.

Similarly to 2024/25, 2025/26 Q2 has shown that tenants made the most reports, however the percentage of tenants to residents has significantly increased. In 2024/25 this was 73%, whereas in 2025/26 this is 91%. However, this may be a result of the data changes within this report.



Comparison to Q1 2025-2026

	Q1	Q2
Compliments	20	29
Comments	5	3
Stage 1	25	18
Stage 2	4	3
M.P. Enquiries	2	3

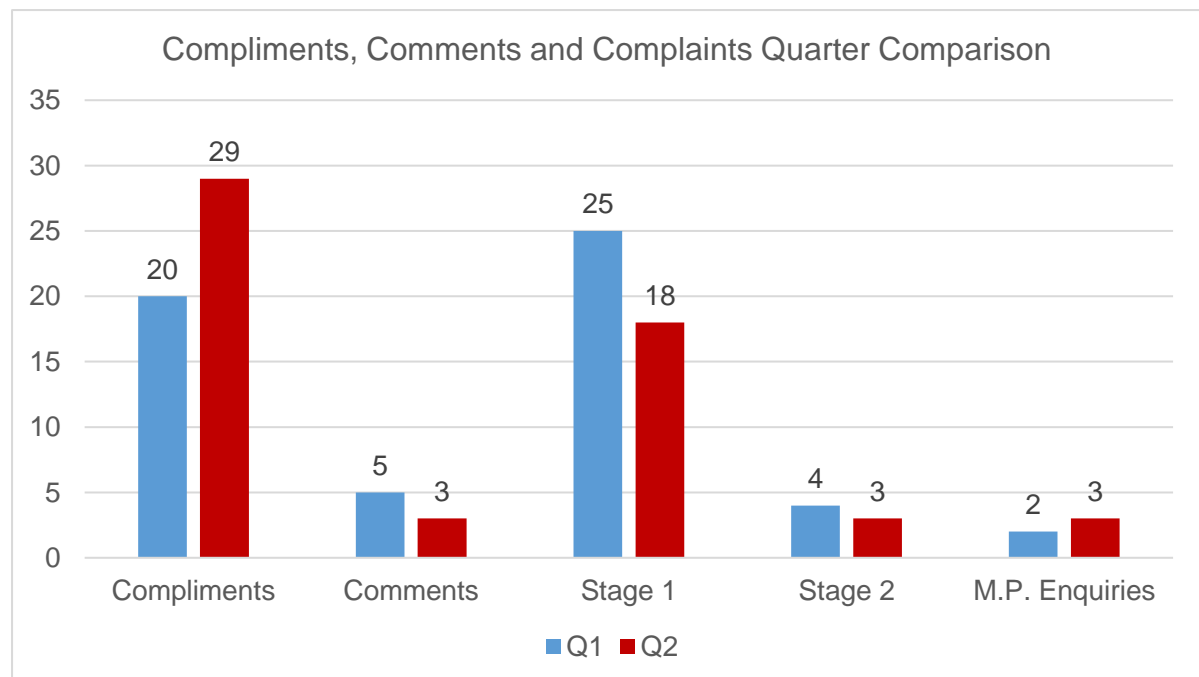
Q1 to Q2 has found an increase in compliments and decrease in stage 1 complaints.

A similar number of comments, stage 2 complaints and M.P. Enquiries were found across both quarters.

Both Q1 and Q2 found that Dragonfly (Housing Repairs and Maintenance) received the most compliments and comments. Housing Allocations received the most M.P. Enquiries for both quarters.

For method of contact in both Q1 and Q2, most compliments were received via telephone. For stage 1 complaints, Q1 found most were received via telephone, followed by self service, but in Q2 most were received by email followed by telephone.

In both Q1 and Q2 tenants reported the largest majority of data both at 91%.



Compliments/complaints for Q2 included:

Compliments	Complaints
Customer would like to thank the Plumber who was a very friendly person, they were prompt and arrived early for the job and were happy to wait. They have done an amazing job and left the place clean and tidy.	The customer has complained that rent reminder letters are causing distress and their requests concerning rent have not been logged or communicated by the Contact Centre.
Customer has passed on that the Tenancy Management Officer was super!	Customer is dissatisfied with the conduct of Repairs Operatives and the works they were completing.
Customer has thanked the Careline Warden and Community Enforcement Ranger for their help and assistance after they attended to help the customer up following a fall.	Customer has complained regarding lack of action from the Tenancy Management team concerning a rat issue.
The customer had recent works completed and complimented the Repairs Operatives for being excellent, polite, professional at all times and cleaning up afterwards.	Customer has complained regarding outstanding repairs required for a sprinkler system and the Council's lack of action.
Colleague wanted to thank the Tenant Engagement Officer for their knowledge and assistance in writing recent response to a customer.	Customer is complaining on behalf of their father regarding housing rules and mobility scooters.
Customer wanted to thank the Grounds Maintenance team for cutting the grass, they have made a very good job and the customer is most grateful.	Customer has previously reported their neighbours overgrown garden which is impacting their phone line.
The customer complimented the Repairs Operative for being very efficient, friendly, caring, wiping their feet and being lovely with their dog.	Customer has complained that their building was left without cold or hot water for a few days.

RECOMMENDATION(S)

1. That members of the Board review the overall performance on

Compliments, Comments and Complaints handling performance as detailed in the report.

Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Housing

Priorities: Building more, good quality, affordable housing, and being a decent landlord.

Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all.
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Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
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