

## **BOLSOVER DISTRICT COUNCIL**

### **Meeting of the Customer Services Scrutiny Committee on 8<sup>th</sup> December 2025**

#### **Compliments, Comments and Complaints Report 25/26** **1st July 2025 to 30<sup>th</sup> September 2025**

#### **Report of the Portfolio Holder for Health and Wellbeing**

<b>Classification</b>	This report is Public
<b>Contact Officer(s)</b>	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 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 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 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 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 Q2.

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

Benefits achieved **90%** for Q2.

#### **E-mails**

For this reporting period 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025:

- **4090** email enquiries from the public were received via [Revenues@bolsover.gov.uk](mailto:Revenues@bolsover.gov.uk) & [Benefits@bolsover.gov.uk](mailto: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 **77%** for quarter Q2.  
(**18,499** calls answered).

**Target 2 – less than 3% of calls abandoned.**

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

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

Contact Centre achieved **31** 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, 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025:

- **8270** email enquiries (in Q2) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- All were acknowledged within one working day.
- **99.9%** were replied to in full within 8 working days cumulatively for Q2.

### Live Chat

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

Contact Centres achieved **99%** for Q2 557 chats were answered out of 562.

### Face to Face

During Q2 there was **7300** visitors to Contact Centres and the Meet & Greet Reception desk.

Next Face to Face Monitoring is to be undertaken week commencing 17<sup>th</sup> November 2025 across all 4 contact centres and Meet & Greet (M&G) Reception service to measure customer waiting times.

## **2.2 Compliments, Comments and Complaints**

### Compliments

Appendix 2 (A) shows the number of compliments received for the period by department. In total **68** compliments were received during Q2 1<sup>st</sup> July to 30<sup>th</sup> September 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms

Compliments received Q2 – **10**

### Comments

Appendix 2 (B) shows the number of comments received for the period Q2, **10** 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 Q2 - **22**

## Complaints

### Stage 1

Appendix 2 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **76** stage 1 complaints were recorded in Q2 and **12** M.P. enquiries during this same period.

**100%** stage 1 complaints and **100%** M.P. enquiries were responded to within the Council's customer service standard of 10 working days. The average response time for stage 1 complaints was 5 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 **11** stage 2 complaints were received.

**100%** stage 2 complaints were responded to within the Council's customer service standard of 20 working days. Stage 2 complaints were answered within an average of 15 working days.

### Ombudsman

**1** Ombudsman (Local Government) complaint was received for investigation during Q2 period 1<sup>st</sup> July to 30<sup>th</sup> September 2025. No fault was found by the Local Government Ombudsman for this complaint.

### Service Improvements

The following service improvements have been identified in Q2 from Comments and Complaints :

Reference Number	Description	Improvement
7800	Customer wanted to advise that a Repairs Operative used inappropriate language in conversation.	The Repairs and Voids Manager has advised that inappropriate language will be an item in the up and coming toolbox talk.
7875	Customer has commented the Graffiti page on the Council's website advises to report graffiti on Self-Service but there isn't an appropriate script on Self-Service.	Grounds Maintenance will consider adding a Street Cleansing / Graffiti removal script.
7934	Customer has requested that the pedestrian gates at The Arc in Clowne are closed following the Leisure Centre closing times.	The pedestrian gates will be locked at the same time as the main car park gate going forward.

7784	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.	All Customer Advisors have been reminded of the importance of updating departments when requested via internal systems.
7787	Customer is dissatisfied with the service received from a Refuse Officer in relation to the assisted bin collection assessment. They also feel the information on the website regarding evidence to provide is incorrect.	The information regarding the assisted bin collection eligibility on the website will be passed to communications to update. Comments have taken on board concerning an application with an option to upload on the website.
7793	Customer is dissatisfied that their bin has been missed on multiple mops up rounds and that they have received conflicting information about the collection of side waste.	A reminder has been issued to all Customer Advisors to ensure they offer an additional bin assessment if the customer appears to be an active recycler.
7799	Customer states they have been provided with incorrect advice on numerous occasions regarding eligibility for a Council Tax discount.	The Contact Centre Manager will ensure all Customer Advisors have correct knowledge on eligibility and all communication regarding this is logged. Advisors must contact the Revenues department for clarification if they have any doubts on eligibility whilst the customer is present.
7814	Customer has complained regarding ongoing missed assisted bin collections and presentation issues.	Requested that the Bin Crews do not use the Vehicle Tracker for access issues to prevent confusion.
7815	Customer has complained regarding correspondence received concerning repayment of a Disabled Facilities Grant.	The EH Service have immediately taken action to change their standard letters for charges relating to Disabled Facilities Grants to ensure they all use the same wording to provide clarity.
7819	Customer is dissatisfied they have received a Council Tax final notice despite being given conflicting information from a Customer Advisor concerning.	In the future Customer Advisors have been asked to clarify a customer's Council Tax account position following any queries including if the account is up to date, when instalments are due, outstanding balance, action to be taken and the date of the next instalments
7824	Customer has reported safety issues during the removal of asbestos at their property by the Council's Contractor.	The Contractor's Director has reinforced the importance of safe work practices and undertaken a Toolbox Talk focused on asbestos safety.
7841	Customer is unhappy with the content of an email sent by an Environmental Health Officer.	The EHS will ensure future correspondence is neutral and focused of property condition.

7842	Customer has complained that their building was left without cold or hot water for a few days.	The Contractor has been reminded to inform the Council for any loss of services in the future to allow for appropriate notice and contingencies.
7850	Customer has raised a safeguarding complaint concerning authorised adult pick up from leisure's School Holiday Programme.	Staff to record the name of responsible adults collecting children (Interim measure). Consent form updated to include a section for 2 additional responsible adults which is sent direct to the SST for processing. A new form introduced to capture additional information or amendments following the initial consent form being completed which will go direct to the SST. All the above changes communicated to Duty Managers and FOH staff to implement immediately. SST operating procedures formally amended to reflect changes. Staff briefed in person and an email sent for reference. Staff training scheduled ahead of the new programme to refresh operating procedures and reinforce safeguarding importance.
7851	Customer is unhappy with the housing application interview process and the Customer Advisor who conducted the interview.	As a result of the complaint the CCM has requested the wording on the Self Service form which advises of disruption to normal service is put in bold, red capital letters to ensure customers see this clearly
7863	Customer has ordered their bins and was told they would be delivered within 10 working days and still waiting. They did not like the attitude of the Customer Advisor.	Advised a full review of the policy will take place to ensure clarity surrounding consent and all officers will request written consent in the future.
7823	Customer is unhappy the Leisure team have used images of their child without consent.	Advised a full review of the policy will take place to ensure clarity surrounding consent and all officers will request written consent in the future.
7833	Customer has complained that customers are being asked to leave Go Active! pool and spa before the advertised closing time.	Advised a full review of the policy will take place to ensure clarity surrounding consent and all officers will request written consent in the future.

### 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

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#### 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

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#### IMPLICATIONS:

<b><u>Finance and Risk</u></b>	<b>Yes</b> <input checked="" type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>Details:</b>		
<p>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.</p>		
<p>On behalf of the Section 151 Officer</p>		
<b><u>Legal (including Data Protection)</u></b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input checked="" type="checkbox"/>
<b>Details:</b>		
<p>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.</p>		
<p>On behalf of the Solicitor to the Council</p>		
<b><u>Staffing</u></b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input checked="" type="checkbox"/>
<b>Details:</b>		
<p>Not applicable as the report is to keep Elected Members informed.</p>		
<p>On behalf of the Head of Paid Service</p>		

**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**

☒ **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:

**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.

Yes ☐No ☒(a) ☐(b) ☐

**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) ☐(b) ☐**District Wards Significantly Affected:**

*(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)*

Please state below which wards are affected or tick **All** if all wards are affected:

All ☒**Is the decision subject to Call-In?**

*(Only Key Decisions are subject to Call-In)*

Yes ☐No ☒

If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? *(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)*

Yes ☐No ☒



**Consultation carried out:***(this is any consultation carried out prior to the report being presented for approval)*

Leader ☐ Deputy Leader ☐ Executive ☐ SLT ☐  
 Relevant Service Manager ☒ Members ☐ Public ☐  
 Other ☐

Yes ☒ No ☐

**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.  
 Promoting equality and diversity and supporting vulnerable and disadvantaged people.

**DOCUMENT INFORMATION:**

Appendix No	Title
1.	Customer Service Standards monitoring 01/07/25 to 30/09/25
2.	Compliments, Comments and Complaints:  A. Compliments by department 01/07/25 to 30/09/25  B. Comments by department 01/07/25 to 30/09/25  C. M.P Enquiries 01/07/25 to 30/09/25  D. Stage 1 complaints 01/07/25 to 30/09/25  E. Stage 2 complaints by department 01/07/25 to 30/09/25  F. Ombudsman Complaints 01/07/25 to 30/09/25

**Background Papers**

*(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).*

None

# APPENDIX 1 – Customer Service Standards Monitoring 01/07/25 to 30/09/25

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%	59	97%	10	100%
Quarter 1 Cumulative	17,426	75%	78%	91%	12,706	100%	99.7%	580	89%	59	97%	10	100%
July to September	18,499	77%	88%	90%	12,360	100%	99.9%	557	99%	76	100%	12	100%
Quarter 2 Cumulative	35,925	76%	83%	91%	25,066	100%	99.8%	1137	94%	135	99%	22	100%
October to December													
Quarter 3 Cumulative	35,925	76%	83%	91%	25,066	100%	99.8%	1,137	94%	135	99%	22	100%
January to March													
Quarter 4 Cumulative	35,925	76%	83%	91%	25,066	100%	99.8%	1,137	94%	135	99%	22	100%

## Appendix 2 (A) Compliments by Department 01/07/25 to 30/09/25

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

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jul-25	1	Unknown	Customer wanted to say thanks for the way Bolsover TV constructed the company's feature. They thought the way they blended the local element and the company's promotion was first class and the visuals were excellent.	Communications	1
	1	Bolsover	The customer spoke to the Customer Advisor who was lovely and telephoned through to the Refuse team and they attended quickly and emptied the bin. The customer said they received a really good service from all Council staff involved and wanted to say thank you.	Customer Services	3
	1	Langwith	Customer feels happy every time they call up the Customer Services team are always so kind and appreciates all they have done for them over the years they have been a Council Tenant.		
	1	Pinxton	Customer is happy with how the complaint was resolved and it is reassuring to know the Council is trying to improve processes to benefit customers and they are confident if the issue was to happen again it would be resolved.		
	3	Bolsover	Customer was impressed with the Council's prompt service when they called us. The Plumber and Electrician were very tidy and solved the problem quickly. They wanted to thank the employees and Council for the excellent service they received.	Dragonfly	7

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
			Customer wanted to pass on a massive thank you to the Repair Operatives for the works they have completed to the wall. They have done a fantastic job and the wall looks a 100 times better.		
			Customer wanted to pass on that the Drainage team arrived to assess the drains within an hour of them reporting a drainage issue.		
	2	Creswell	The customer complimented the Repairs Operative for being very efficient, friendly, caring, wiping their feet and being lovely with their dog.		
			Customer complimented the Repairs Operative who attended to do the gas service for being friendly, efficient, clean and informative and advised the jobs they had done previously were all amazing.		
	1	Langwith	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.		
	1	Tibshelf	Customer wanted to express their thanks to the Joiner for their attitude and work ethic.		
	1	Bolsover	Customer wanted to thank all the Officers for everything they have done to help find and sign them up to a property, they have all been brilliant and the tenant is very grateful and happy.	Housing	2
	1	Bramley Vale	Customer wants to pass on that the Tenancy Management Officer was super!		
	1	Out of Area-Ollerton	Customer has complimented the Planner on their responsiveness, clarity and collaborative approach. The customer has advised it has been a pleasure working with this Planner and thanks them for their support.	Planning	1

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	South Normanton	Customer would like to pass on their heartfelt thanks to the CT team for their recent support regarding CT reduction. The customer has had a difficult year. They wanted to acknowledge and appreciate the team for the difference they made to the year they had and supporting those in need and with dignity and care.	Revenues	2
	1	Unknown	Customer would like to say positively the Revenue Officers have given them a boost to ring round other services. The customer has said they were very kind and understanding without judgement and wanted to thank them for trying to get the customer support.		
	1	Bolsover	The customer spoke to the Customer Advisor who was lovely and telephoned through to the Refuse team and they attended quickly and emptied the bin. The customer said they received a really good service from all Council staff involved and wanted to say thank you.	Street Scene	3
	1	Clowne	Customer wanted to say thank you to refuse department for the support given with the bin issues and they really appreciate it.		
	1	Pinxton	Customer is happy with how the complaint was resolved and it is reassuring to know the Council is trying to improve processes to benefit customers and they are confident if the issue was to happen again it would be resolved.		
Total compliments for July 2025. Split by department					19
Total compliments for July 2025.					17
Aug-25	1	Bolsover	Customer would like to thank the customer advisor for being so understanding and helpful. Also, the Plumber for being very attentive and helpful.	Customer Services	3
	1	South Normanton	Customer complimented all the Contact Centre staff for being wonderful.		

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Unknown	Complimented the Customer Standards and Complaints Officer and Complaints Administrator for their enthusiasm, optimism and approach. They felt the presentation and delivery were excellent and the exercises were interactive and tenant feedback was positive. The Officer thanked the Complaints team for their help and commitment and advised it had been a pleasure working with them.		
	1	Bolsover	Customer would like to thank the customer advisor for being so understanding and helpful. Also, the Plumber for being very attentive and helpful.	Dragonfly	7
	1	Clowne	They wanted to thank the Facilities team for the work they have done with GM team to achieve work completed and wanted to pass on thanks to GM too.		
	1	Glapwell	Customer complimented the Electrical Operative for being pleasant, helpful and having a can-do attitude.		
	2	Langwith	Customer wanted to thank the Repairs Contractor for sorting their fence, they love it.		
			Customer would like to thank the Operative for fixing kitchen tap, they did a great job and was a very nice guy.		
	1	Tibshelf	Customer wanted to thank the Housing team for their professionalism, helpfulness and understanding.		
	1	Whitwell	Customer wanted to pass on their thanks to the Repairs Contractor and Operatives. Everyone that visited was friendly and the issue was resolved straight away.		

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Unknown	Customer thanked the Elections team who helped when their car broke down, pushing their car to a safe position, offering a drink and any further help. The Officers were fantastic and the customer commented the Council is very privileged to have such caring staff.	Elections	1
	1	Blackwell	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.	Housing	4
	1	Tibshelf	Customer wanted to thank the Housing team for their professionalism, helpfulness and understanding.		
	2	Unknown	Councillor wanted to thank all involved in the task of securing a property and wanted to pass on a job well done and they are sure tenant appreciates it.		
			Customer called the Temporary Accommodation Officer a guardian angel and were very grateful for their assistance.		
	1	Out of Area-Cleakheaton	The customer wanted to thank the Principal Planner for their assistance and working with them and achieving a positive outcome on the application.	Planning	2
	1	Unknown	Customer has thanked the Planner for being very helpful and giving a balanced view.		
	1	Unknown	Customer would like to thank the lovely Benefits Officer and said they were exceptionally professional and caring.	Revenues	1
	1	Barlborough	Customer would like to praise the bin teams for all the bins. They are very pleasant and polite and carry out a fabulous job.	Street Scene	10
	1	Blackwell	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.		

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	2	Clowne	They wanted to thank the Facilities team for the work they have done with GM team to achieve work completed and wanted to pass on thanks to GM too.		
			Customer wanted to thank GM team for their efforts and support in improving the area and appreciated it.		
	1	Creswell	Customer thanked the Refuse Operative who was brilliant and organised for their bin to be emptied following an issue.		
	1	Pleasley	Customer wanted to thank the team and say the exercise has transformed the appearance on the exterior of the site in a positive way.		
	1	Shirebrook	Complimented the Community Enforcement Rangers for their swift response.		
	1	Tibshelf	Customer has said the team have done a lovely job on their grass and hedges.		
	2	Unknown	Customer wanted to pass on thanks for dealing with a job swiftly.		
			Customer has thanked the GM operative for making the green space look great and very nicely mowed and tidy.		
Total compliments for August 2025. Split by department					28
Total compliments for August 2025.					25
Oct-25	1	Langwith	Customer has come across the A to Z of recycling and never see before. They found this very helpful link and picked up some tips and will be passing them on.	Communications	1
	1	Bolsover	Customer would like to thank the advisor for their service and they were more than helpful and appreciates the help.	Customer Services	3
	1	Unknown	Customer wanted to thank the Advisor for signposting them to the right organisation.		



Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Whitwell	Customer would like to thank the whole authority for all the service they had more help in 1 month than in 9 years with their former council, all the staff they have come across have been fantastic.	Dragonfly	9
	3	Bolsover	The customer is happy the street light was fixed quickly and it has made such a difference to the street.		
			Customer would like to send their compliment to the Repairs Inspector and the Repairs Operative for treating their house with respect and doing a good job.		
			Customer wanted to pass their thanks on to the Council's Contractor for being respectful and leaving everything clean and tidy.		
	1	Clowne	The Operative was very helpful explaining things and assisting them with getting a reading off their Gas meter reading.		
	1	Glapwell	The customer wanted to thank the Repairs Operative that sorted their heating, they were friendly and helpful. The customer is grateful.		
	1	Shirebrook	Customer would like to compliment the Repairs Operative for being the most respectful person ever, they always put the blue shoe covers on and maintain cleanliness protecting their carpet. They are amazing and are real credit to the Council.		
	2	Tibshelf	Customer has said the Contractors were very pleasant and friendly.		
			Customer has said the Gas Operative was very professional and polite.		
	1	Whaley Thorns	The customer had recent works completed and said the operatives were excellent, polite, professional at all times and cleaned up afterwards.		

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Pleasley	The customer's landlord has not been helpful and the Pest Control Officer (PCO) intervened and spoke to the landlord. The landlord has attended the property and completed the requires work. They feel the PCO deserve an award or a raise and says they went over and above.	Environmental Health	2
	1	South Normanton	The customer has said the outreach worker has been brilliant helping them fill out forms and providing them useful information.		
	2	Creswell	Customer wanted to pass on the Housing Allocations Officer has been an absolute fantastic person. They been there always through the move to a bungalow. They have listened and always answered their phone. They are a credit to BDC.	Housing	5
			Customer would like to say how grateful they are to the Housing Allocations Officer for helping them get a house for them and their children, they said they were great, helpful, warm, bubbly and very caring.		
	2	Unknown	The customer wanted to thank the Officer for all their help.		
			Colleague wanted to thank the Tenant engagement officer for their knowledge and assistance in writing recent response to a customer.		
	1	Whitwell	Customer would like to thank the whole authority for all the service they had more help in 1 month than in 9 years with their former council, all the staff they have come across have been fantastic.		
	1	Bolsover	Customer has complimented the Grounds Maintenance team for doing a really nice job over last 2 days tidying up the landscaping and hedges on the Paddock.	Street Scene	8

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Clowne	Customer feels the Refuse Team have done a brilliant job of cleaning up all the bottles, cans and other rubbish discarded on West Street, Ashlea Green and wanted to say thank you.		
	1	Creswell	The customer wanted to thank the team for removing their rubbish that was presented.		
	1	Langwith	Customer has come across the A to Z of recycling and never see before. They found this very helpful link and picked up some tips and will be passing them on.		
	1	New Houghton	Customer would like to thank the team for their work in tidying up the fly tipping.		
	1	Pinxton	Customer says thank you to the GM team for cutting the grass and they made a very good job and are most grateful.		
	2	Unknown	Customer wanted to thank the GM team for helping with the archive racking, one operative especially showed extra effort, commitment, willingness to take on the challenge.		
			The customer is happy and think they have done an excellent job with removing conkers of the pavement and road.		
Total compliments for September 2025. Split by department					28
Total compliments for September 2025.					26

Total compliments for Q2 2025. Split by department	75
Total compliments for Q2 2025.	68

#### Appendix 3 (B) Comments by Department 01/07/25 to 30/09/25

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

Q2 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Jul-25	1	Bolsover	Customer feels that there should be additional parking in Bolsover and has enquired about a particular spot.	Asset Management Group	1
	1	Shuttlewood	Customer has reported that the Repairs Operative did not carry protective shoe coverings.	Dragonfly	2
	1	Unknown	Customer wanted to advise that a Repairs Operative used inappropriate language in conversation.		
	1	Bolsover	Customer feels that the Refuse team's policy not to return for bins that have not been presented is unfair on customers who regularly work away and rely on neighbours.	Street Scene	1
Total comments for July 2025. Split by department					4
Total comments for July 2025.					4
Aug-25	1	Barlborough	Customer has made us aware that when Repairs have done some concreting, they have cleaned the mixer at top of their garden and emptied the contents on to the wood they use for their fire.	Dragonfly	1
	1	Shirebrook	Customer has commented the Graffiti page on the Council's website advises to report graffiti on Self-Service but there isn't an appropriate script on Self-Service.	Street Scene	1
Total comments for August 2025. Split by department					2
Total comments for August 2025.					2
Sep-25	1	Clowne	Customer has commented on the Clune Street Park and the facilities available. Mentioned their son's wheelchair could not fit through the bollards and they think BDC should update the parks. They also made comments about anti-social behaviour and litter in the park.	Leisure	2
	1	Unknown	Customer has requested that the pedestrian gates at The Arc in Clowne are closed following the Leisure Centre closing times.		

Q2 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	Clowne	Customer would like a regular clean up to be done on West Street and Ashlea Green Clowne.	Street Scene	2
	1	Unknown	Customer has made comments about where their bins are left when they have been emptied.		
Total comments for September 2025. Split by department					4
Total comments for September 2025.					4

Total comments for Q2 2025. Split by department	10
Total comments for Q2 2025.	10

### APPENDIX 3 (C) – MP Enquiries by Department 01/07/25 to 30/09/25

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

Q2 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Jul-25	1	Out of Area-London	Various constituents have suggested the old Co-op building in Bolsover should be turned in to an indoor market.	Dragonfly	1
	1	Out of Area - Renishaw	Customer has been rejected from the Council's Housing list and has sent in evidence to the M.P. for a local connection.	Housing	1
	1	South Normanton	Customer has enquired about dog fouling on Boundary Play Park South Normanton	Street Scene	1
Total M.P. Enquiries for July 2025. Split by department					3
Total M.P. Enquiries for July 2025.					3
Aug-25	1	Tibshelf	Customer has contacted the Council regarding their eviction notice.	Housing	1
Total M.P. Enquiries for August 2025. Split by department					1
Total M.P. Enquiries for August 2025.					1
Sep-25	1	Clowne	Customer would like assistance with an abandoned vehicle.	Environmental Health	1
	2	Bolsover	Customer is wanting to be placed on the Housing list.	Housing	3
			Customer has enquired to see if they are able to be reassessed for Housing due to overcrowding.		
	1	Shirebrook	Customer wants to exchange properties to be closer to a family member. They have not received a response from the Council.		
	1	Bolsover	Customer has enquired regarding incomplete clearance of the site at Cavendish Park and not fulfilling the agreement for building parks (involving Jones Homes).	Leisure	2
	1	Out of Area-Church Warsop	Customer would like to know information regarding Shirebrook Cricket Club Pavilion that was demolished a number of years ago.		
	1	Bolsover	Customer has enquired regarding incomplete clearance of the site at Cavendish Park and not fulfilling the agreement for building parks (involving Jones Homes).	Planning	3

Q2 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	Creswell	Customer wants to know what is happening with the planning on some land in Creswell.		
	1	South Normanton	Customer asking if an abandoned property can be brought back in to use.		
Total M.P. Enquiries for September 2025. Split by department					9
Total M.P. Enquiries for September 2025.					8

Total M.P. Enquiries for Q2 2025. Split by department	13
Total M.P. Enquiries for Q2 2025.	12

### Appendix 3 (D) Stage 1 Complaints by department 01/07/25 to 30/09/25

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

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
I-25	1	Bolsover	Customer is dissatisfied with how the Contact Centre Advisor dealt with their bin query.	Customer Services	5
	1	Out of Area - Cannock	Customer is dissatisfied in receiving a final notice for their Council Tax when they were under the impression their payments were up to date after been given information from an advisor concerning their payments.		
	1	Pinxton	Customer is dissatisfied that their bin has been missed multiple mop-up rounds and that they received conflicting information about the collection of side waste.		
	1	Shirebrook	Customer states they have been provided with incorrect advice on numerous occasions regarding eligibility for a Council Tax discount.		
	1	Stanfree	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.		
	2	Bolsover	Customer has concerns over the Council's lack of action and responsibility following the tampering of a streetlight.	Dragonfly	4
			Customer has reported safety issues during the removal of asbestos at their property by the Council's Contractor.		
	1	Clowne	Customer feels that the tree roots at the front of their property are causing structural issues and that unsafe work practice has taken place.		
	1	Doe Lea	Customer has complained that a Council Officer has been verbally abusive towards them.		
	1	Creswell	Customer has complained regarding correspondence received concerning	Environmental Health	1



**Q2 Stage 1 Complaints 2025/26**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
			repayment of a Disabled Facilities Grant.		
	1	Clowne	Customer feels that the tree roots at the front of their property are causing structural issues and that unsafe work practice has taken place.	Housing	2
	1	Stanfree	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.		
	1	Out of Area - Cannock	Customer is dissatisfied in receiving a final notice for their Council Tax when they were under the impression their payments were up to date after been given information from an advisor concerning their payments.	Revenues	5
	1	Out of Area - Dunston	Customer has complained regarding the communication and handling of their Council Tax account.		
	2	Shirebrook	Customer states they have been provided with incorrect advice on numerous occasions regarding eligibility for a Council Tax discount.		
			Customers are unhappy the Council Tax discount has been removed and with the lack of communication from Council Tax department.		
	1	South Normanton	Customer has complained about Benefits department and Council Tax department not communicating with each other about a bill.		
	4	Bolsover	Customer has an ongoing issued with missed assisted bin collections.	Street Scene	13
			Customer has complained regarding the Bin Operatives attitude and language when collecting bins.		

**Q2 Stage 1 Complaints 2025/26**

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			Customer has complained regarding ongoing missed assisted bin collections.		
			Customer has reported previously the trees at the back of their property and that they need cutting back and this has not been dealt with.		
	1	Clowne	Customer feels that the tree roots at the front of their property are causing structural issues and that unsafe work practice has taken place.		
	1	Doe Lea	Customer is dissatisfied with the service received from a Refuse Officer in relation to the assisted bin collection assessment and feel they lacked empathy and patience. The information on the website regarding evidence to provide is also incorrect.		
	1	Pinxton	Customer is dissatisfied that their bin has been missed multiple mop-up rounds and that they received conflicting information about the collection of side waste.		
	1	Scarcliffe	Customer has complained concerning a lack of action or communication regarding their broken bin lid.		
	1	South Normanton	Customer has an ongoing issue regarding missed black and burgundy bins.		
	2	Tibshelf	Customer has complained regarding ongoing missed bin collections.		
			Customer has complained regarding ongoing missed assisted bin collections and presentation issues.		
	1	Westhouses	Customer has complained concerning a lack of communication or action regarding their assisted bin which has not been returned to its correct location on multiple occasions.		

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Whitwell	The customer is dissatisfied with the missed black bin collections.		
Total Stage 1 for July 2025. Split by department					30
Total Stage 1 for July 2025.					24
Aug-25	1	New Houghton	Customer is unhappy with the housing application interview process and the Customer Advisor who conducted the interview.	Customer Services	2
	1	Whaley Thorns	Customer has ordered their bins and was told they would be delivered within 10 working days and still waiting. They did not like the attitude of the Customer Advisor.		
	1	Bolsover	Customer is dissatisfied with the conduct of Repairs Operatives and the works they were completing.	Dragonfly	3
	1	Langwith	Customer has complained regarding outstanding repairs required for a sprinkler system and the Council's lack of action.		
	1	Shirebrook	Customer has complained that their building was left without cold or hot water for a few days.		
	1	Clowne	Customer is dissatisfied with the lack of communication by an Environmental Health Officer.	Environmental Health	3
	1	Tibshelf	Customer is dissatisfied regarding the cost and timeframe for removing a wasp's nest.		
	1	Unknown	Customer is unhappy with the content of an email sent by a EHS officer and felt it was leading and unprofessional.		
	2	Bolsover	Customer is purchasing a property from BDC and feel BDC is not responding to their solicitors and this is delaying the completion of the sale of the property.	Housing	6
			Customer has complained regarding lack of action from the Tenancy Management team concerning a rat issue.		

**Q2 Stage 1 Complaints 2025/26**

<b>MONTH</b>	<b>No. of reports per parish</b>	<b>PARISH</b>	<b>Complaint Header</b>	<b>Service Area</b>	<b>Numbers Per Department</b>
	1	Creswell	Customer has complained that they feel they are being discriminated against with regards to their housing application.		
	1	New Houghton	Customer is unhappy with the housing application interview process and the Customer Advisor who conducted the interview.		
	1	Shirebrook	Customer has complained about the Scheme Manager of the Ashbourne Court.		
	1	Whitwell	Petition against an occupier for antisocial behaviour. Feels the Council have not made progress despite reports.		
	1	Bolsover	Customer is purchasing a property from BDC and feel BDC is not responding to their solicitors and this is delaying the completion of the sale of the property.	Legal	1
	1	Bolsover	Customer has raised a safeguarding complaint concerning authorised adult pick up from leisure's School Holiday Programme.	Leisure	2
	1	Clowne	Customer has complained regarding health and safety issues in a park which caused injury to their child.		
	1	Shirebrook	Customer is dissatisfied with Benefits not understanding they cannot read and write and this impacts their ability to provide information required by deadlines they have given.	Revenues	2
	1	Tibshelf	Customer is not happy with the Revenue departments handling of their Council Tax account.		
	1	Clowne	Customer has complained that a Councillor has given a misleading statement at a Council meeting.	Statutory Officers	1
	1	Barlborough	Customer is unhappy the Council has not collected the green bin and did not follow through on the arrangement previously agreed.	Street Scene	13

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	4	Bolsover	Customers bin has been missed due to access issues.		
			Customer is having an issue with their green bin not being collected.		
			Customer has complained regarding their missed green bin and a Refuse Operative not following health and safety regulations.		
			Customers clinical waste collection has been missed weekly since early July.		
	1	Clowne	Customer is unhappy that their green bin has not been collected and it has being missed on the mop up round and feels they have done their part by paying their council tax.		
	2	Langwith	Customer has had their green bin missed on various occasions.		
			Customer ordered burgundy bin in 2024 and still waiting for delivery.		
	1	New Houghton	Customers bin is not being returned to their property following the assisted bin collection.		
	1	Pinxton	Customer is annoyed their bulky collection was not collected and now having to await until 7th August.		
	1	Shuttlewood	Customer has reported that the driver of the refuse vehicle was speeding.		
	1	Whaley Thorns	Customer has ordered their bins and was told they would be delivered within 10 working days and still waiting. They did not like the attitude of the Customer Advisor.		
	1	Whitwell	Petition against an occupier for antisocial behaviour. Feels the Council have not made progress despite reports.		
Total Stage 1 for August 2025. Split by department					33
Total Stage 1 for August 2025.					29

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Sep-25	1	Out of Area - Nottingham	Customer is dissatisfied with the erection of flags along the main road in their village and the content of the response the Contact Centre provided.	Communications	2
	1	Unknown	Customer is unhappy the Leisure team have used images of their child without consent.		
	1	Creswell	Customer is dissatisfied with the repairs done at their property and repairs required at the property.	Dragonfly	2
	1	Unknown	Customer is dissatisfied with Revenues regarding Business Rates and hazards at one of the business units at Pleasley.		
	1	Bolsover	Customer has complained about a lack of action from the Environmental Health Service following a neighbour pest control report.	Environmental Health	2
	1	Unknown	Customer is dissatisfied with the handling of a noise nuisance report		
	1	Shirebrook	Customer is unhappy with how a Finance Officer spoke to them.	Finance	1
	1	Bolsover	Customer is complaining on behalf of their father regarding housing rules and mobility scooters.	Housing	4
	1	Bramley Vale	Customer is unhappy with the way the Tenancy Management Officer spoke to them.		
	1	Clowne	Customer is dissatisfied with the handling of their housing needs/application.		
	1	Unknown	Customer is dissatisfied with the service received for the Housing Options team concerning their homeless application.		
	2	Unknown	Customer is unhappy the Leisure team have used images of their child without consent.	Leisure	2
			Customer has complained that customers are being asked to leave Go Active! pool and spa		

Q2 Stage 1 Complaints 2025/26						
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department	
			before the advertised closing time.			
	1	Pinxton	Customer is dissatisfied with the amount of Council Tax that has been charged and believes the Council is not following correct legalisation.	Revenues	3	
	2	Unknown	Customer is dissatisfied with Revenues regarding Business Rates and hazards at one of the business units at Pleasley.			
			Customer is not happy following a recent conversation with a Revenues Officer.			
	1	Bolsover	Customer's green bin has been missed on a regular basis since collections began this year.	Street Scene	9	
	1	Bramley Vale	Customer is dissatisfied with a comment a Community Enforcement Ranger made.			
	1	Clowne	Customer's bins have been missed for the last 5 collections.			
	1	Hardstoft	Customer is not happy their bins have been missed on 11 occasions within the past year.			
	2	Pinxton	Customer's burgundy bin has been missed regularly for 4 months.			
			Customers bin has been missed on numerous occasions.			
	1	Shirebrook	Customers assisted bin collection is being repeatedly missed.			
	1	Spinkhill	Customer's bin has been missed 3 times in last 5 weeks and thinks it is unreasonable to have to wait for the mop up collection.			
	1	Whitwell	Customer is complaining about the Council's lack of action concerning the report made concerning their neighbours overgrown garden.			
	Total Stage 1 for September 2025. Split by department					25

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Stage 1 for September 2025.					23

Total Stage 1 for Q2 2025. Split by department	88
Total Stage 1 for Q2 2025.	76

### Appendix 3 (E) Stage 2 Complaints by department 01/07/25 to 30/09/25

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



Q2 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jul-25	1	Bolsover	Customer remains dissatisfied with how a Customer Advisor spoken to them. They disagree with the Council's waste policy and leaving a bin full of waste would be an environmental issue.	Customer Services	1
	1	Doe Lea	Customer has escalated their complaint regarding a Council Officers behaviour as they feel the stage 1 response consist of lies.	Dragonfly	1
	1	Bolsover	Customer has escalated their complaint concerning rent payments.	Housing	1
Total Stage 2 for July 2025. Split by department					3
Total Stage 2 for July 2025.					3
Aug-25	1	Clowne	Customer is dissatisfied with the lack of communication from an Environmental Health Officer.	Environmental Health	2
	1	Unknown	Customer is unhappy with the content of an email sent by an Environmental Health Officer and felt it was leading and unprofessional.		
	1	Whitwell	Customer does not feel the stage 1 response advises of the actions the Council have taken or will take against the neighbour's antisocial behaviour.	Housing	1
	1	Out of Area - Dunston	Customer has complained regarding the communication and handling of their Council Tax account.	Revenues	1
	1	Whitwell	Customer does not feel the stage 1 response advises of the actions the Council have taken or will take against the neighbour's antisocial behaviour.	Street Scene	1
Total Stage 2 for August 2025. Split by department					5
Total Stage 2 for August 2025.					4

Q2 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Sep-25	1	Out of Area- Nottingham	Customer has escalated their complaint concerning the erection of flags as they feel the stage 1 response is selective to their concerns. They feel the Council is being undemocratic and enabling a minority view to be the only one people see or hear.	Communications	1
	1	Unknown	Customer has escalated their complaint concerning the health and safety of a commercial business unit.	Dragonfly	1
	1	Creswell	Customer has requested their complaint is escalated concerning their housing application and perceived discrimination.	Housing	1
	1	Bolsover	Customer has escalated their safeguarding complaint concerning authorised adult pick up from Leisure's School Holiday Programme.	Leisure	1
Total Stage 2 for September 2025. Split by department					4
Total Stage 2 for September 2025.					4

Total Stage 2 for Q2 2025. Split by department	12
Total Stage 2 for Q2 2025.	11

### Appendix 3 (F) Ombudsman Complaints by department 01/07/25 – 30/09/25

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

Q2 Ombudsman Complaints 2025/26
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MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Ombudsman for July 2025. Split by department					0
Total Ombudsman for July 2025.					0
Total Ombudsman for August 2025. Split by department					0
Total Ombudsman for August 2025.					0
Sep-25	1	South Normanton	Mr X complains a refuse lorry damaged the grass verge and a kerbstone at the entrance to his road. In addition, he says a council officer refused to give their name, was unprofessional and antagonistic, and threatened to withdraw the existing refuse collection arrangement, during a subsequent telephone call about the matter.	Street Scene	1
Total Ombudsman for September 2025. Split by department					1
Total Ombudsman for September 2025.					1

Total Ombudsman for Q2 2025. Split by department	1
Total Ombudsman for Q2 2025.	1

LGSCO\* Local Government Ombudsman

HO\* Housing Ombudsman