



OFFICIAL



## Bolsover District Council

### Meeting of the Housing Liaison Board on 27<sup>th</sup> January 2026

#### Agenda Item 5: Customer Service Compliments, Comments and Complaints and Standards

#### Report for Housing & Repairs Quarter 3 - 1<sup>st</sup> October 2025 to 31<sup>st</sup> December 2025

<b>Classification</b>	This report is Public.
<b>Report By</b>	Customer Service, Standards and Complaints Manager
<b>Contact Officer(s)</b>	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 1<sup>st</sup> October 2025 to 31<sup>st</sup> December 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

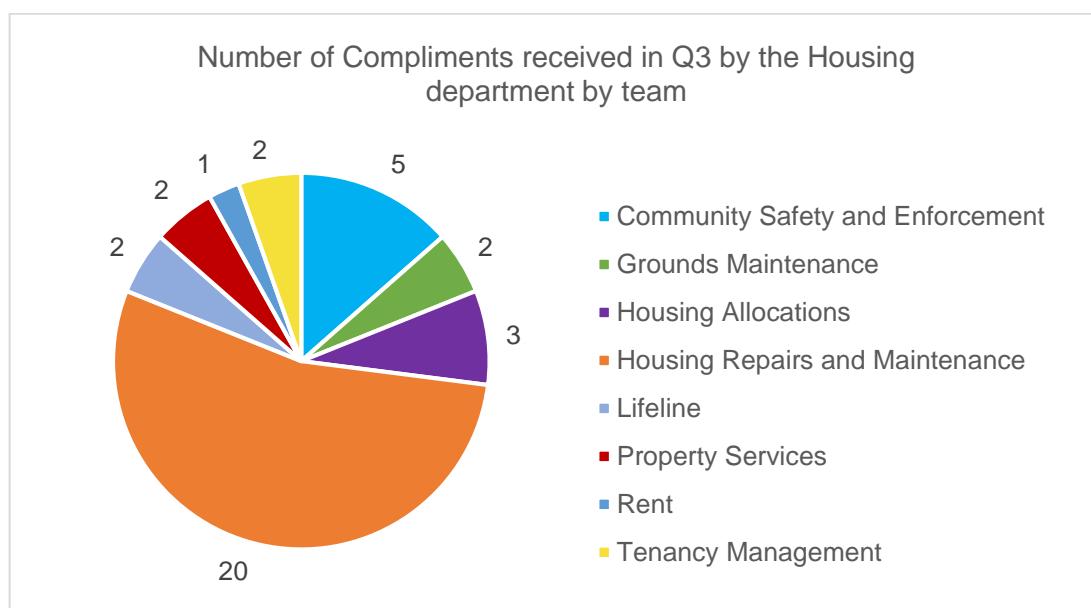
### 2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q3 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 32 compliments were received during the period 1<sup>st</sup> October 2025 to 31<sup>st</sup> December 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 Q3, Dragonfly (Housing Repairs and Maintenance) received the most compliments, followed by Community Safety and Enforcement.

As also shown throughout 2025-26, 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.

Compliment themes for Dragonfly (Housing Repairs and Maintenance) included:

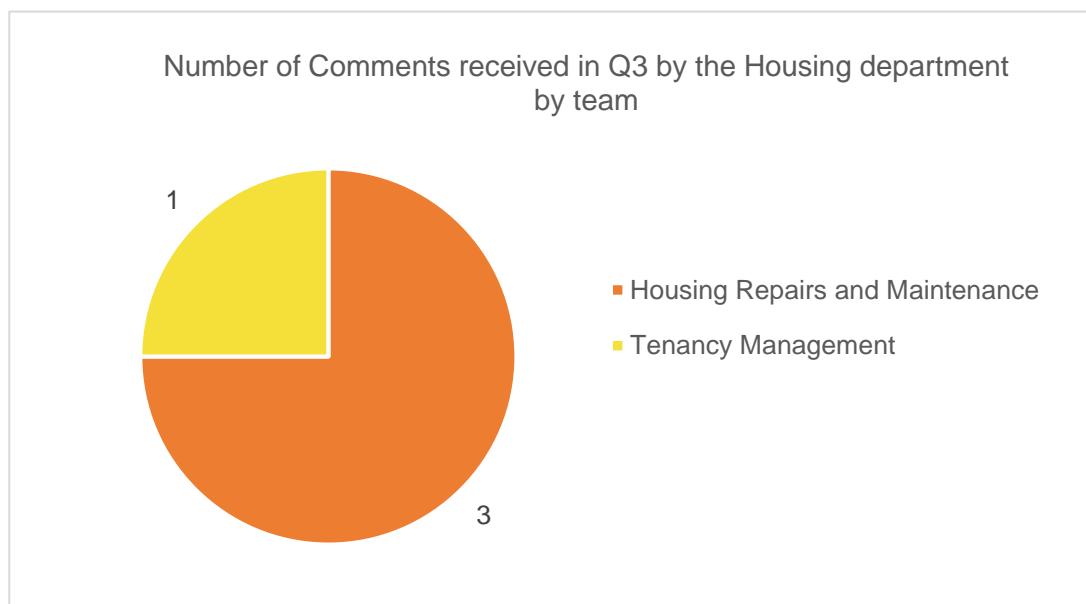
- Repair Operatives' professionalism and politeness
- High-quality workmanship across repairs and installations
- Going above and beyond customer expectations
- Respectful behaviour and care shown in customers' homes
- Clean and tidy work practices
- Prompt, efficient and reliable service
- Strong teamwork and coordination across roles
- Kindness, empathy and understanding toward residents
- Positive representation of the Council and its services

Compliment themes for Community Safety / Community Enforcement Rangers included:

- Rangers' professionalism, respectfulness and supportive approach
- Prompt and effective responses to urgent issues
- Providing reassurance and helping residents feel safe
- Listening carefully and showing empathy toward residents' concerns
- Delivering practical help that made a meaningful difference to residents' wellbeing
- Positive representation of community safety and wider Council services

### Comments

There were 4 comments received for the period 1<sup>st</sup> October 2025 to 31<sup>st</sup> December 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.



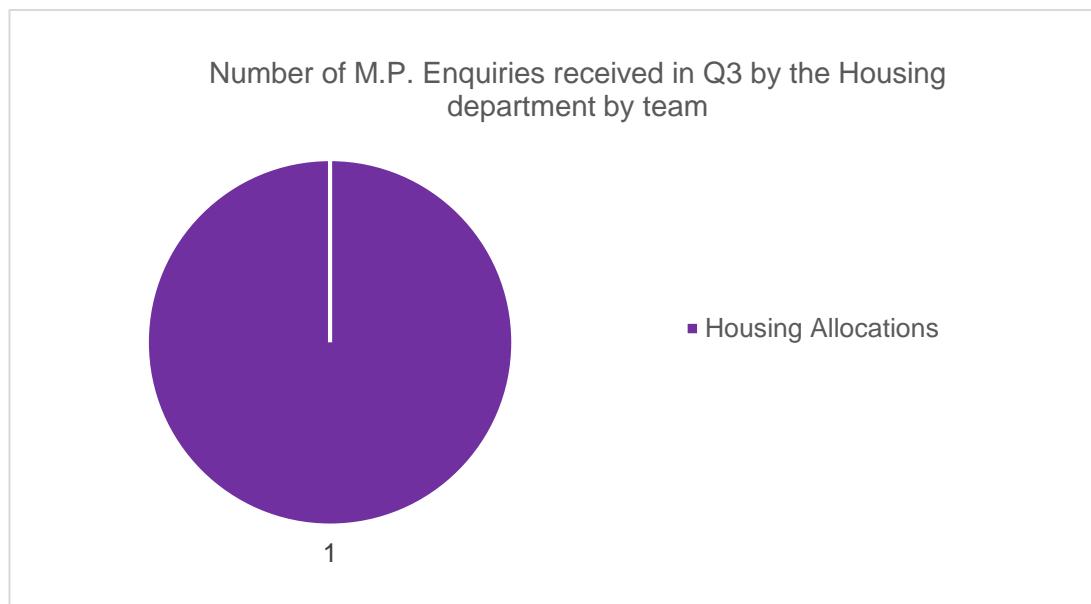
Most comments received were for Dragonfly (Housing Repairs and Maintenance). The only theme that could be derived was concerns about service quality and professionalism. One comment related to clarity on contractor procedures and another regarding unprofessional behaviour.

As noted in previous reports, it is noted due to the small number of comments received in Q3, 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 1<sup>st</sup> October 2025 to 31<sup>st</sup> December 2025, the Housing department received 1 M.P. Enquiry.

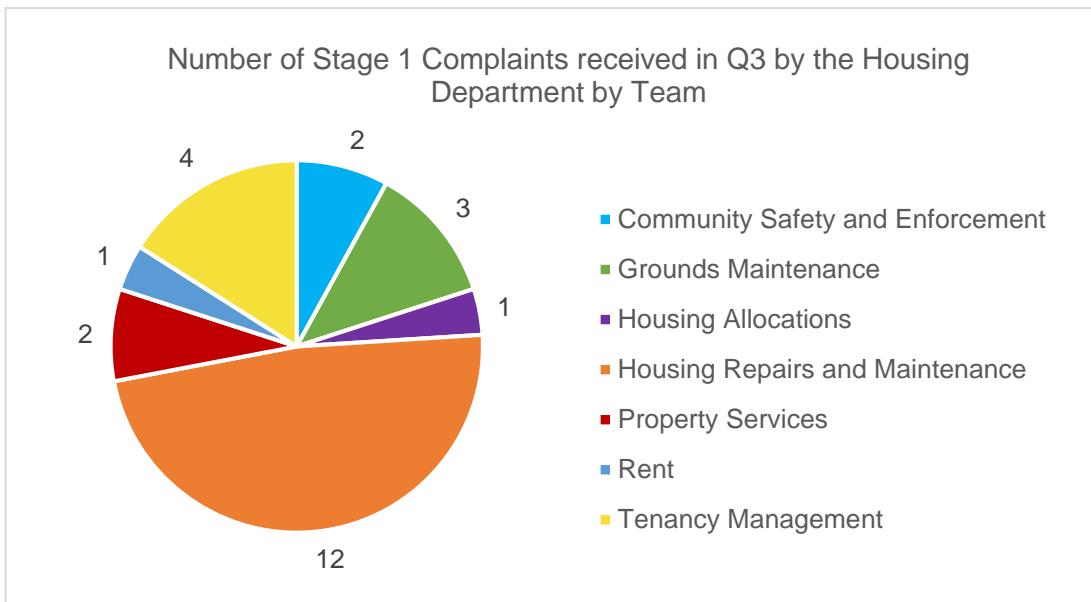
The Complaints team have witnessed a low number of M.P. Enquiries since early 2024. It is thought the information provided to the MP's Office including signposting the constituent to the appropriate organisation and providing them with the Complaints policy (for out of scope issues) may have led to a 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.



This M.P. Enquiries was for Housing Allocations. No themes could be derived due to the lack of data.

### Complaints – Stage 1

In total 22 Stage 1 Complaints were recorded from the 1<sup>st</sup> October 2025 to 31<sup>st</sup> December 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 Dragonfly (Housing Repairs and Maintenance) followed by Tenancy Management.

Complaint themes for Dragonfly (Housing Repairs and Maintenance) included:

- Missed or inflexible appointments
- Repair Officers/Operatives attitude, conduct and communication.
- Delays or unresolved repairs and safety concerns
- Workmanship / quality of repair.

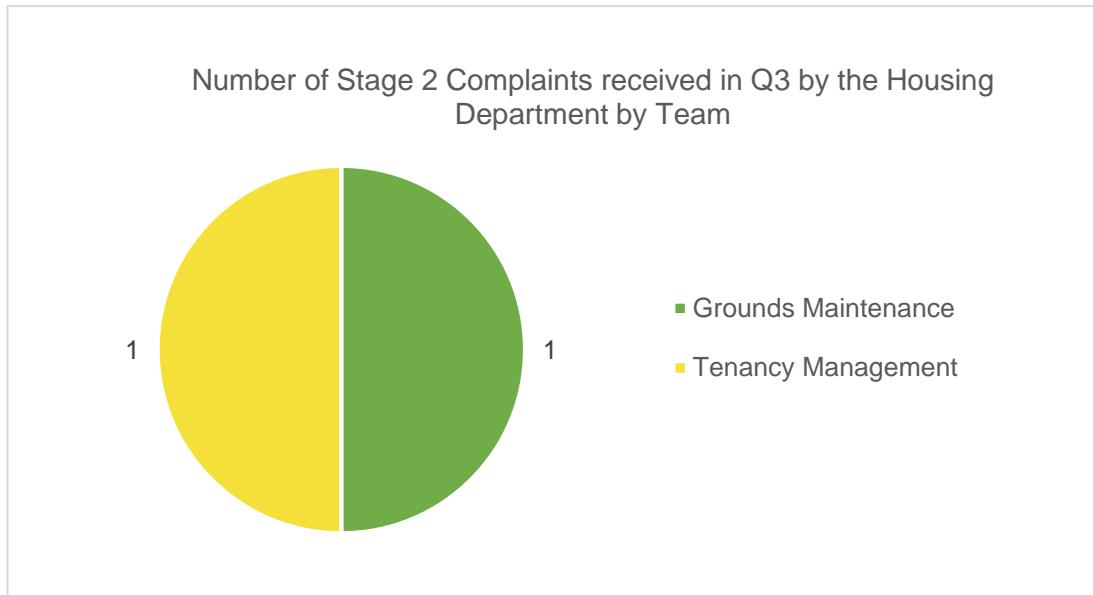
Only one complaint theme for Tenancy Management was identified which was treatment, attitude and manner of the Tenancy Management Officers/team.

### Complaints – Stage 2

2 Stage 2 complaints were recorded, from the 1<sup>st</sup> October 2025 to 31<sup>st</sup> December 2025. One for Grounds Maintenance and one for Tenancy Management.

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

As both complaints were for different departments and reasons no common themes could be drawn.



### Ombudsman

No Ombudsman complaints were reviewed during this period.

### **Summary for Quarter 3 2025/26**

	October	November	December	Total
Compliments	12	9	11	32
Comments	1	0	3	4
Stage 1 Complaints	11	8	3	22
Stage 2 Complaints	0	1	1	2
MP Enquiries	1	0	0	1

### Complaints Feedback

During Q3, the following service improvements were implemented as a consequence of complaints.

1. The Gas team are looking into changing the wording on the gas service letters regarding pre-pay meters.
2. The Gas team have ensured their system stipulates whether a morning or afternoon appointment has been arranged, which notifies the Engineer.

3. The apprentice and their mentor have received additional training to ensure lesson are learnt and to prevent recurrence.

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.

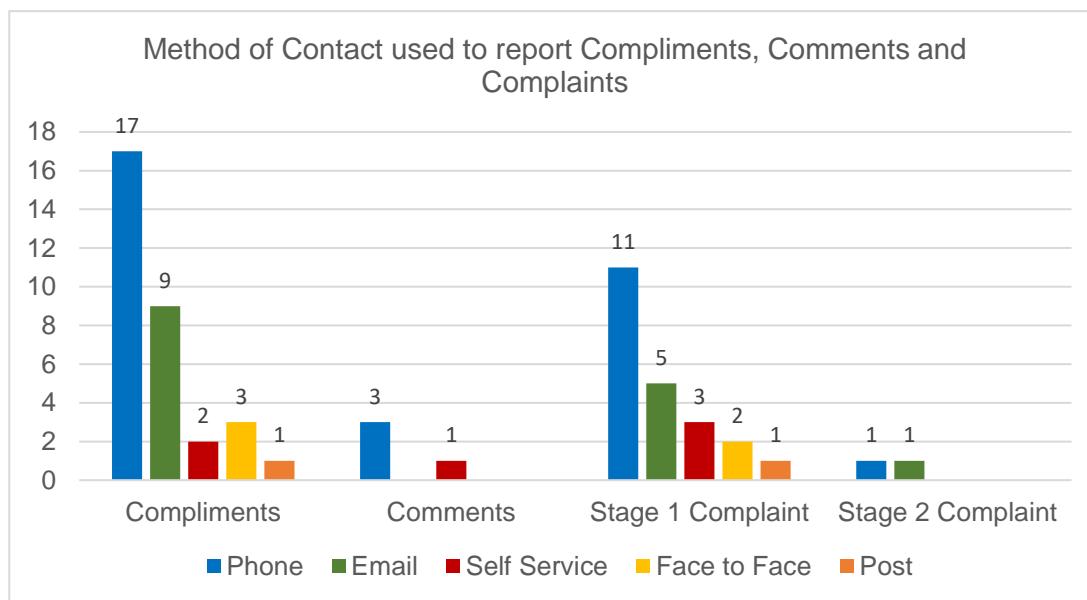
### Method of Contact

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 email. Stage 1 Complaints were mostly made via telephone followed by email and Stage 2 Complaints were made equally by email and telephone.

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.

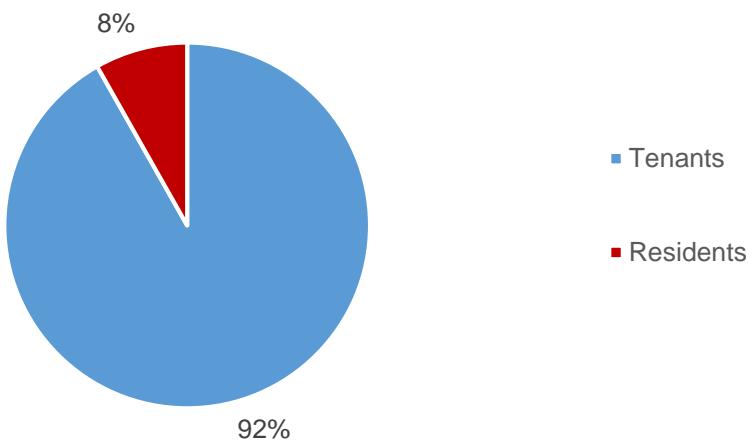
It is worth noting that M.P. Enquiries have not been reported on in the below graph as all M.P. Enquiries are sent via email.



### 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.

Number of Council Tenants vs District Residents reporting compliments, comments, M.P. enquiries and complaints.



#### Comparison to Q3 2024-2025

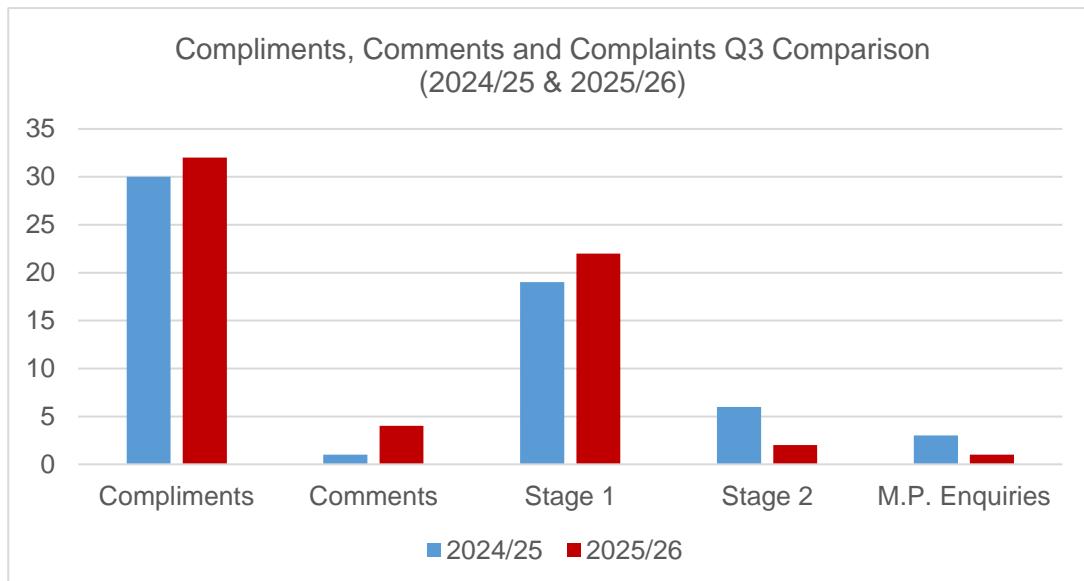
	2024/25	2025/26
<b>Compliments</b>	30	32
<b>Comments</b>	1	4
<b>Stage 1</b>	19	22
<b>Stage 2</b>	6	2
<b>M.P. Enquiries</b>	3	1

There was a similar number of compliments and comments received in Q3 2024/25. Stage 1 complaints have slightly increased and stage 2 decreased by a third.

For both periods Dragonfly (Housing Repairs and Maintenance) had the most compliments and complaints.

For method of contact, both Q3 2025/26 and 2024/25 found that compliments and stage 1 complaints were mainly reported by telephone followed by email. In addition to this, stage 2 complaints were equally reported by telephone as email within both data sets.

Similarly to 2024/25, 2025/26 Q3 has shown that tenants made the most reports, however the percentage of tenants to residents has significantly increased. In 2024/25 this was 75%, whereas in 2025/26 this is 92%. However, this may be a result of the data changes within this report.



### Comparison to Q1 and Q2 2025-2026

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
<b>Compliments</b>	20	29	32
<b>Comments</b>	5	3	4
<b>Stage 1</b>	25	18	22
<b>Stage 2</b>	4	3	2
<b>M.P. Enquiries</b>	2	3	1

Overall feedback volumes remained consistent across the reporting period, with a combined total of 56 interactions recorded in both Q1 and Q2, rising slightly to 61 in Q3. A continued and notable increase in compliments was observed, rising steadily from 20 in Q1 to 29 in Q2 and 32 in Q3. By Q3, compliments represented over half of all feedback received, indicating a sustained improvement in customer satisfaction and a positive perception of service delivery.

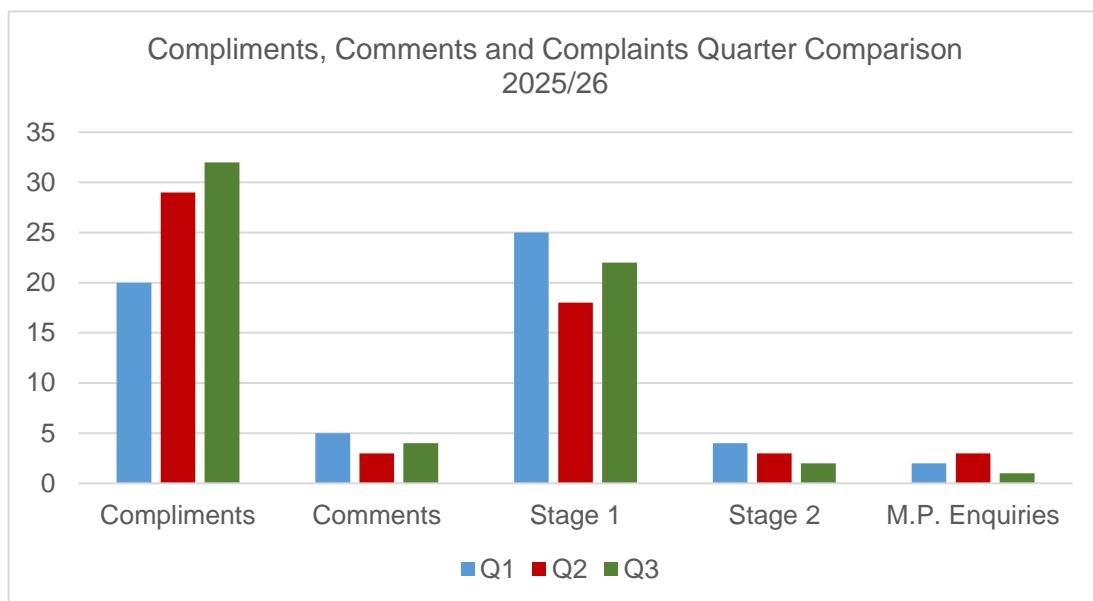
Complaint volumes and escalation levels showed an overall downward trend. Stage 1 complaints decreased from 25 in Q1 to 18 in Q2, with a modest increase to 22 in Q3, but remaining below Q1 levels. Importantly, Stage 2 complaints reduced consistently across the period, falling from 4 in Q1 to 3 in Q2 and 2 in Q3, demonstrating improved early resolution and fewer escalations. Comments and MP enquiries remained low in volume throughout the period, with minor fluctuations, and no emerging trends identified. Taken together, the data demonstrates a positive shift in the overall feedback profile, with increasing positive feedback and a reduction in higher-level complaints.

In Q3, the main themes in Stage 1 complaints remained consistent with those seen in Q1 and Q2. Dragonfly (Housing Repairs and Maintenance) continued to be the largest area of concern for tenants and accounted for almost half of all Stage 1 complaints in Q3. This reflects the high level of demand for repairs

services and the volume of work delivered for tenants throughout the year, rather than a change in the type of concerns being raised.

Other recurring themes in Q3 included Tenancy Management and Grounds Maintenance, which continued to account for a smaller proportion of complaints and were broadly similar to levels seen in earlier quarters. Complaints relating to Tenancy Management reduced in Q3 compared to Q2 and were in line with Q1, while Grounds Maintenance complaints remained low and stable across all three quarters.

Across Q1–Q3, telephone was the main way tenants sent in compliments (with email a clear second in Q3). For Stage 1 complaints, contact moved from phone-led in Q1 (with self-service next) to email-led in Q2, then back to phone-led in Q3 (email second). Stage 2 complaints were raised mainly by phone and email, with email most common in Q2 and small numbers in each quarter. In all three quarters, tenants reported the largest majority of data.



#### Compliments/complaints for Q3 included:

Compliments	Complaints
Tenant would like to thank the operative who attended their property for a few repairs, they went above and beyond, they were very knowledgeable and polite and could not fault them.	Customer is dissatisfied there was missed opportunities for her repairs appointment to be raised appropriately as an emergency.

<b>Compliments</b>	<b>Complaints</b>
<p>The resident cannot speak highly enough about the Ranger's approach towards them and the issue they had. The Ranger was so professional and provided a large amount of reassurance which was invaluable.</p>	<p>Customer is dissatisfied with the treatment received from Tenancy Management Officers.</p>
<p>The customer would like to say thank you to the team for cutting the tree down, they are very grateful and have done an excellent job. They have cleared the area to a high standard.</p>	<p>Customer has complained concerning an unannounced visit from the Council's Contractor and their conduct on site.</p>
<p>Customer would like to say a big thank you to Repairs Co-ordinator and the team and also the surveyor for rectifying a problem to the brickwork, they did a fabulous job and were very prompt. The Repairs Co-ordinator was the point of contact and they were great and thanked them too.</p>	<p>Customer is dissatisfied there was missed opportunities for her repairs appointment to be raised appropriately as an emergency.</p>
<p>The Customer complimented the Plumber advising that nothing was too much trouble for them, all furniture was put back in place, they got on with the job and were really friendly. The customer could not have wished for a better attitude.</p>	<p>Customer is unhappy with actions taken by the Community Enforcement Ranger.</p>
<p>Customer wanted to express their sincere thanks to the Repairs team for changing their bathroom. They also complimented the Contractors for their expert work which was completed in a friendly and efficient manner.</p>	<p>Customer has complained about the Gas Repairs Planner's manner when trying to rearrange a gas service appointment.</p>

<b>Compliments</b>	<b>Complaints</b>
<p>Tenants of an Independent Living Scheme passed on their thanks for the new development. They are delighted with their new bungalows and for the great service have received from Housing. They also wanted to thank the Scheme Manager for including them in the activities of the new independent living Scheme and creating a wonderful community spirit.</p>	<p>Customer has complained about a lack of correspondence or action following a tree cutting inspection.</p>

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### **RECOMMENDATION(S)**

1. That members of the Board review the overall performance on Compliments, Comments and Complaints handling performance as detailed in the report.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
<p>Ambition: Housing</p> <p>Priorities: Building more, good quality, affordable housing, and being a decent landlord.</p> <p>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.</p> <p>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.</p>

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>