

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 23rd March 2026

Compliments, Comments and Complaints Report 25/26 **1st October 2025 to 31st December 2025**

Report of the Portfolio Holder for Health and Wellbeing

Classification	This report is Public
Contact Officer(s)	Alice Willoughby Customer Standards and Complaints Officer 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 October 2025 to 31st December 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 October 2025 to 31st December 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 Q3.

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

Benefits achieved **90%** for Q3.

E-mails

For this reporting period 1st October 2025 to 31st December 2025:

- **6155** 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 **81%** for quarter Q3.
(**16,022** calls answered).

Target 2 – less than 3% of calls abandoned.

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

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

Contact Centre achieved **26** 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 October 2025 to 31st December 2025:

- **6560** email enquiries (in Q3) 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 Q3.

Live Chat

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

Contact Centres achieved **87%** for Q3 and 533 chats were answered out of 548.

Face to Face

During Q3 there was a total of **6441** visitors to Contact Centres and the Meet & Greet Reception desk.

During Q3 second phase of Face to Face Monitoring was undertaken week commencing 17th November 2025 across all 4 Contact Centres and Meet & Greet (M&G) Reception service to measure customer waiting times.

A total of 572 customers visited the Contact Centres and M&G during this week. 100% of customers were all seen within 20 minutes, with an average waiting time of just 1.2 minutes.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 2 (A) shows the number of compliments received for the period by department. In total **76** compliments were received during Q3 1st October to 31st December 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms
Compliments received Q3 – **2**

Comments

Appendix 2 (B) shows the number of comments received for the period Q3, **8** 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 Q3 - **10**

Complaints

Stage 1

Appendix 2 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **57** stage 1 complaints were recorded in Q3 and **12** M.P. enquiries during this same period.

100% stage 1 complaints and **92%** 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 4.5 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, **8** 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 10 working days.

Ombudsman

No Ombudsman (Local Government) complaints have been received during the Q3 period 1st October to 31st December 2025.

Service Improvements

The following service improvements have been identified in Q3 from Comments and Complaints :

Reference Number	Description	Improvement
8066	Councillor wanted to thank the Customer Service, Standards & Complaints Manager and the Complaints team for taking a resident's comments seriously.	Service requests will now be included in comment and complaint acknowledgements so a customer is aware the issue at hand is being dealt with as well as a complaint raised.

7951	Customer has complained how a warden handled an emergency situation.	The service improvements focus on strengthening communication, assessment quality, and team training. Wardens will use appropriate language, be more aware of body-language, give clearer and more accurate information, and carry out more thorough assessments, supported by additional 1-to-1 training and ongoing call reviews. The wider team will refresh their knowledge of hoist equipment, receive further training materials, and ensure Control Operators hold accurate, up-to-date information. The complaint will also be used as a learning tool to raise awareness and improve practice across the service.
7979	Customer has complained about the Gas Repairs Planner's manner when trying to rearrange a gas service appointment.	The Gas team are looking into changing the wording on the gas service letters regarding pre-pay meters .The Gas team have ensured their system stipulates whether a morning or afternoon appointment has been arranged, which notifies the Engineer.
7989	Customer has complained about the condition the Repair Contractors have left their property in.	The Repairs Apprentice and their mentor have received additional training to embed learning and prevent future issues, and the RVM will record the complaint on the RC's performance log so it can be monitored and ensure it does not happen again.
BDC765316517	Customer is not happy with the Officer that answered their call and said they slammed the phone down.	The Chief Executive advised they would ensure staff take care to accurately divert calls and ensure that staff who may be required to answer the phone are trained to do so.
8043	Customer is dissatisfied with the service received from Customer Advisors when trying to make a rent payment.	A request has been raised with the IT department to check whether they can add more than one tenant to the payment system.
7958	Customer remains dissatisfied with their stage 1 complaint regarding the Environmental Health Service gaining entry to one of their properties.	The Environmental Health Service will consider additional measures of delivering a Notice of Intended Entry (NOIE), such as an email copy, in the future as a safeguard.

8055	The customer was dissatisfied with the response provided by Chief Executive and feels the recent complaints made about the Officers conduct has left a poor impression of the Council.	Additional training to be given on the call transfer system and greater care proofreading for external communications.
BDC772847628	Customer is dissatisfied with the process for the assisted bin collection assessment.	Chased improvement raised in July 2025 to website concerning assisted bin collection. 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.

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:		
<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</p>		

cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On behalf of the Section 151 Officer

Legal (including Data Protection) Yes No

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

Staffing Yes No

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

Please indicate which threshold applies:

Is the decision a Key Decision?

Yes No

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.

(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

Yes **No**

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

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 01/10/25 to 31/12/25

2.	<p>Compliments, Comments and Complaints:</p> <p>A. Compliments by department 01/10/25 to 31/12/25</p> <p>B. Comments by department 01/10/25 to 31/12/25</p> <p>C. M.P Enquiries 01/10/25 to 31/12/25</p> <p>D. Stage 1 complaints 01/10/25 to 31/12/25</p> <p>E. Stage 2 complaints by department 01/10/25 to 31/12/25</p>
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<p>Background Papers</p>
<p><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></p>
<p>None</p>

APPENDIX 1 – Customer Service Standards Monitoring 01/10/25 to 31/12/25

Key Customer Service Standards - Performance Monitoring - 2025/26													
Period					E-mail Standards			Live Chat		Written Complaints			
	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	16,022	81%	88%	90%	12,715	100%	99.7%	533	87%	57	100%	12	92%
Quarter 3 Cumulative	51,947	78%	85%	90%	37,781	100%	99.8%	1,670	92%	192	99%	34	97%
January to March													
Quarter 4 Cumulative	51,947	78%	85%	90%	37,781	100%	99.8%	1,670	92%	192	99%	34	97%

Appendix 2 (A) Compliments by Department 01/10/25 to 31/12/25

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

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Oct-25	1	Bolsover	The customer complimented the Customer Advisor for being polite and very helpful.	Customer Services	4
	1	Pinxton	The customer thanks the Customer Advisor and the Legal Assistant for taking an interest in their issue and assisting them.		
	1	Scarcliffe	The customer has been a resident in Bolsover District for about a year and wanted to say how lovely the Contact Centre staff are when they call or visit the Contact Centre.		
	1	Whitwell	Customer wanted to thank everyone concerned in responding to their bin problems. Their black and green bins were emptied this morning for which they and their neighbours are very grateful. They have said many times the Refuse Operatives are always good humoured and helpful.		
	2	Creswell	Customer has praised two of the Contractors Operatives who were exemplary. They have advised the workmanship was second to none, they were always ready by 8am and worked diligently all day.	Dragonfly	7
			Customer wanted to pass on a compliment for the Gas Engineer who had visited the property when they reported a smell of gas.		
	1	Doe Lea	Tenant would like to thank the Repairs Operative who attended their property for a few repairs, they went above and beyond, they were very knowledgeable, polite and the customer could not fault them.		
	1	Pinxton	The customer is so pleased with the Repair Operative, who was friendly and helpful, and the work they have completed.		

Q3 Compliments 2025/26

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Shirebrook	Customer called to praise the Repair Operatives who fitted their radiators and were very polite and professional. The customer is very happy with the work; the place was left spotless and nothing was too much trouble.		
	2	Tibshelf	The customer was grateful for the work the 3 Repair Operatives and Plumber completed, they were very pleased that they took such good care of them and their dog and were truly understanding. The customer wanted to advise how pleasant, lovely and helpful the Repairs Operative was.		
	1	Clowne	The customer thanked the Technical Officer for getting in touch to see how things were going. They wanted to say thank you ever so much for all the trouble they have had to deal with.	Environmental Health	1
	1	Unknown	The customer wanted to thank the Governance and Civic Officer for their advice and quick responses, they could not have been more helpful.	Governance	1
	1	Barlborough	The customer would like to compliment the Housing Allocations Officer on what a lovely lady they are, very efficient, kind and very good at their job.		
	1	Bolsover	The customer would like to pass on that the 2 members of staff that attended to their neighbour's property were exceptional in dealing with the challenging situation and professional, one in particular was knowledgeable and had fantastic communication skills. They wanted to thank them for their efforts.	Housing	2
	1	Pinxton	The customer thanks the Customer Advisor and the Legal Assistant for taking an interest in their issue and assisting them.	Legal	1

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Out of Area - Dronfield	Customer wanted to compliment the Planner on their handling of a planning application. They feel the Planner has been highly responsive and proactive throughout, always willing to discuss and tackle problems with a positive attitude. They also wanted to thank the Principal Planner for a courtesy call received.	Planning	2
	1	Unknown	The customer has said the Planner has been very responsive throughout and shown a great willingness to work with them to solve problems which they appreciate.		
	1	Bolsover	Thanked a Senior Benefits Officer for their professionalism, helpfulness and understanding when informing them of their Council Tax Support claim.	Revenues	5
	1	Bramley Vale	The customer thanked the Officer and said they were very helpful and appreciated the help with the form.		
	1	Clowne	Customer wanted to thank Revenues for been helpful every time they called, in particularly a Revenues Officer who was very kind and helpful. They are definitely the right person to be in the job they are in.		
	2	Unknown	Customer took the opportunity to thank the officer for their professionalism and customer service.		
			Customer has thanked Revenues Officers for being kind, professional and promptly dealing with matters.		
	1	Bolsover	The customer requested that leaves were removed from the pavement and this was completed within 2 days. The customer is very happy with the service.	Street Scene	11

Q3 Compliments 2025/26

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Creswell	The customer wanted to say a warm thank you to the Refuse team for sorting out their issues they had with their bins being collected. They said everyone has been helpful and they are super grateful that the problem was rectified.		
	1	Glapwell	Customer would like to thank the Council for giving them a decent size dog waste bin after many attempts to get one opposite the Young Vanish in Glapwell.		
	2	Pinxton	The customer was very happy with the operative that came and swept the road, they said they did a brilliant job. 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.		
	1	Pleasley	Customer was very impressed with how quick the fly tipping they reported got removed and would like to thank the team.		
	2	Shirebrook	The customer wanted to thank the team for listening to them over emptying the green bin. They gave the bin a good couple of shakes and the bin was emptied. They appreciate the time taken speaking to the bin crew. The customer would like to pass on their thanks to the Community Enforcement Rangers who supplied a heater saving their daughter from being ill. They helped to reassure the problem would be sorted and were both very respectful.		
	1	Unknown	The customer has praised the Grounds Maintenance Operatives great job of cleaning all the leaves up from around the property.		
	2	Whitwell	Customer stated the Community Enforcement Ranger was absolutely wonderful and prompt.		

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
			Customer wanted to thank everyone concerned in responding to their bin problems. Their black and green bins were emptied this morning for which they and their neighbours are very grateful. They have said many times the Refuse Operatives are always good humoured and helpful.		
Total compliments for October 2025. Split by department					34
Total compliments for October 2025.					32
Nov-25	1	Unknown	The Planning team and the economic growth officer clearly worked with the customer. They did an excellent job in turning round what was initially a complaint arising from a decision not to discharge planning conditions, to the customer clearly appreciated their guidance and explanation.	Business Growth	1
	1	Bolsover	Customer thanked the Customer Advisor who calmly found the details required to point another customer to a food bank. Their help was very much appreciated.	Customer Services	1
	1	Bolsover	The customer complimented the Repair Operatives for being respectful and immediately using shoe covers and commented they were happy with the work carried out.		
	1	Glapwell	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.	Dragonfly	6
	1	Palterton	The Customer wanted to pass on compliment to the plumber saying 'nothing was too much trouble, all furniture was put back in place, they got on with the job and were really friendly. Couldn't have wished for a better attitude'.		

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Pinxton	Customer complimented the 2 Repair Operatives who did an excellent job of their bathroom and were pleasant.		
	1	Shirebrook	Tenant said the Operative was brilliant, sorted the leak out straight away, a credit to the Council and a star.		
	1	Tibshelf	The Repair Operatives made repairs to the path and put in a new drain cover, the customer said they were very pleasant and could have laugh with them and they did a lovely job of the repairs.		
	1	South Normanton	Customer wanted to say the Outreach Worker was brilliant advising them and their elderly relative on what they had to claim and they did a fantastic job. They are a credit to County Council.	Environmental Health	1
	1	Blackwell	Tenants of 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.	Housing	3
	2	Unknown	Customer wanted to thank the Housing Options Officer who put in the graft, spent valuable time listening to the customer and understanding their situation and made the transition to their new home as smooth as possible. Customer wanted to thank the Officer for their help and it was greatly appreciated.		
	1	Unknown	Customer wanted to drop a message to say how fantastic a Class Instructor was teaching pump. They have said it was perfectly in time with the music, technique explained and instructions timed perfectly. It	Leisure	1

Q3 Compliments 2025/26

MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
			was like they been doing it for years.		
	1	Unknown	The Planning team and the economic growth officer clearly worked with the customer. They did an excellent job is turning round what was an initially a complaint arising from a decision not to discharge planning conditions, to the customer clearly appreciated their guidance and explanation.	Planning	1
	1	Bolsover	The customer wanted to say that 2 Grounds Maintenance Operatives that cut the Hedges have done a very good job and they wanted to say thank you.		
	1	Creswell	Customer thanked the Community Enforcement Ranger for making them feel safe and listening to them.		
	1	Scarcliffe	Customer would like to pass on their thanks to the Refuse team for doing the mop up after numerous reports for missed bins, they are now on the assisted list and hopes the missed bins will not arise as much.	Street Scene	6
	1	Stanfree	Customer would like to pass on their thanks for those involved in cleaning up and making the area a better place in which to live.		
	1	Tibshelf	The customer initially wanted to complain their items were not collected and then they were very happy the items were collected that day and wanted to say thank you.		

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Whaley Thorns	The customer wanted to pass on their compliments to the crew collecting the red bins in Langwith. A couple of the bins had blown over and the crew picked up all the rubbish; they were impressed they did that. They know they are probably on a tight timeframe, so it was good to see them go over and above.		
Total compliments for November 2025. Split by department					20
Total compliments for November 2025.					19
Dec-25	1	Newton	Customer wanted to pass on they always have a positive interaction with Customer Services team and the Refuse team always do a great job.	Customer Services	3
	1	Unknown	Councillor wanted to thanked the Customer Service, Standards & Complaints Manager and the complaints team for taking a resident's comments seriously.		
	1	Whitwell	Customer wanted to report the excellent service they had received. The Customer Advisor they spoke with was very helpful and the Repairs Operative who fitted their emergency shower did not leave any trace of mess.		
	1	Bolsover	Customer would like to pass on a big thank you, they did a really good job and was very helpful.	Dragonfly	10
	2	Clowne	The customer wanted to pass on that the Operative did excellent work and they left nothing to clear up after they left and they wanted to say thank you.		
			Customer wanted to pass on that the 2 Plumbers that had attended, they have done a great job and very helpful.		
	2	Creswell	The electrician attended to the shower, the tenant wanted to thank them and said they were kind, nice and very helpful.		
Customer thanked the Repairs Operative for the work completed and complimented them for being fantastic, polite and friendly.					

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Hodthorpe	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.		
	1	Pleasley	A commercial tenant wanted to thank Facilities for the really hard work they have put in recently at their unit.		
	1	Tibshelf	Customer would like to pass on thanks to the operative that did the repair on their shower cubicle. They said the operative was very polite and the work was excellent.		
	1	Unknown	Customer wanted to praise the Council on behalf of their mother who passed recently. They wanted to give a big thank you for the excellent service provided by the Housing, Careline, Community Safety, Repairs, Contact Centre and Revenues team. All departments and teams have been brilliant and very professional. The customer advised that maintenance was always done in a timely manner and Repair Operatives were always courteous and professional		
	1	Whitwell	Customer wanted to report the excellent service they had received. The Customer Advisor they spoke with was very helpful and the Repairs Operative who fitted their emergency shower did not leave any trace of mess.		
	1	Clowne	Customer has complimented the Environmental Health Pest Control Officer who provided recent treatment and gave really good advice. They felt the officer was brilliant and very thorough.	Environmental Health	1
	1	Shirebrook	Customer thanked the Housing Options Officer for all their help.	Housing	2

Q3 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 gratitude to the Housing Allocations Officer and team for helping them find a suitable property and this as improved their family lives and made a difference that is truly life changing.		
	1	Unknown	Customer thanked the Go! Active Café for the lovely lunch provided.	Leisure	1
	1	Clowne	The Complaints team passed on to the Principal Planner how helpful their response was, they addressed each point so clearly and in a way that was really easy for them to follow.		
	1	Unknown	The customer wanted to let the Officers know that everyone really appreciated the opportunity to meet them and it was refreshing to be able to have the level of genuine engagement between local authority and community. They wanted to thank them for helping facilitate it and help everyone to realise they do have a voice and a platform.	Planning	2
	1	Clowne	The Customer wanted to thank the Officer and say they are one of the most pleasant and professional people they have spoken to in the Council. Their support and manner have genuinely restored the customer's confidence in the organisation.	Revenues	2
	1	South Normanton	Customer is happy with the speedy response they received from the Revenues Officer and it helps them know things will not have to wait till after Christmas.		
	1	Bolsover	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.	Street Scene	6

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Newton	Customer wanted to pass on they always have a positive interaction with Customer Services team and the Refuse team always do a great job.		
	1	Shirebrook	The customer's bin was missed, and they arranged for it to be collected. However, their husband was not aware and brought the bin in. The Refuse Crew took the time to locate the bin and empty it and the resident passed on their thanks.		
	1	Unknown	Customer thanked the street cleansing team for their prompt action and reply to their email and they appreciate it.		
	2	Whitwell	Customer wanted to thank the Refuse team for their delivery of new bins.		
			Customer would like to say thank you to the Refuse team. They reported the missed and it was emptied the same day.		
Total compliments for December 2025. Split by department					27
Total compliments for December 2025.					25

Total compliments for Q3 2025. Split by department					81
Total compliments for Q3 2025.					76

Appendix 3 (B) Comments by Department 01/10/25 to 31/12/25

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

Q3 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Oct-25	1	Tibshelf	Customer has sought clarity on the Council's Contractor's procedure.	Dragonfly	1
Total comments for October 2025. Split by department					1
Total comments for October 2025.					1
Nov-25	1	Glapwell	Customer suggested the old co-op building could be used for a M&S food hall.	Business Growth	1
	1	Whitwell	Customer wanted to comment on the Customer Advisors tone and demeanour.	Customer Services	1
	1	Unknown	Customer feels more classes to be added could shorten wait lists.	Leisure	1
	1	Pinxton	Customer feels that the Council should post on their website when Refuse Crews have been unable to service the bins in an area, rather than just social media.	Street Scene	1
Total comments for November 2025. Split by department					4
Total comments for November 2025.					4
Dec-25	1	Langwith Junction	Customer did not want to raise a formal complaint. However, did want to pass on an official comment to the department. They have had the same Repairs Operative out twice and they were rude and not professional to them. On the second visit to clean mould the Operative threw 2 bottles, brush and cloth on the floor towards the tenant and said that the tenant can clean it themselves and they cannot ring every time expecting the Council to clean it.	Dragonfly	2

Q3 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	New Houghton	Customer thinks when the Council are getting properties ready for new tenants, they should decorate throughout with white, rather than decorating vouchers. They think this would give someone a job and help tenants who are not able to decorate themselves.		
	1	Pinxton	Customer commented concerning tenant allocated parking and requested the carpark size was increased or made permit only.	Housing	1
Total comments for December 2025. Split by department					3
Total comments for December 2025.					3

Total comments for Q3 2025. Split by department					8
Total comments for Q3 2025.					8

APPENDIX 3 (C) – MP Enquiries by Department 01/10/25 to 31/12/25

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

Q3 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Oct-25	1	Unknown	Businesses and their employees regarding the closure of Mill 1 at Pleasley Vale Business Park.	Business Growth	1
	1	Shirebrook	Customer is asking what can be done about dog owners who repeatedly don't clean up after their dogs.	Environmental Health	1
	2	Clowne	Customer is experiencing overcrowding and is struggling to find suitable Housing. They would like some assistance with their Housing situation.	Housing	3
			Customer would like to have their housing application reviewed.		
	1	New Bolsover	Customer would like to relocate from their Council house to a bungalow.		
	1	Out of Area - Thurnscoe	Customer is requesting the structural report of Mill 1 Pleasley Valle Business Park.	Legal	1
	2	Bolsover	Enquiry concerning alterations to the roof of their shop building.	Planning	2
			Customer is seeking advice regarding a housing development adjoining their back garden.		
	1	Whitwell	Customer has sought assistance with applying for Council Tax Support.	Revenues	1
1	Bolsover	Customer has requested a litter bin and a general litter pick in Hillstown.	Street Scene	1	
Total M.P. Enquiries for October 2025. Split by department					10
Total M.P. Enquiries for October 2025.					10
Nov-25	1	Out of Area - Edwinstowe	Customer is concerned their homelessness application has not been assessed correctly and would like it to be reviewed.	Housing	1
	1	Unknown	Customer is concerned by the evacuation of Pleasley Vale Mills.	Legal	1

Q3 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Total M.P. Enquiries for November 2025. Split by department					2
Total M.P. Enquiries for November 2025.					2
Total M.P. Enquiries for December 2025. Split by department					0
Total M.P. Enquiries for December 2025.					0

Total M.P. Enquiries for Q3 2025. Split by department					12
Total M.P. Enquiries for Q3 2025.					12

Appendix 3 (D) Stage 1 Complaints by department 01/10/25 to 31/12/25

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

Q3 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Oct-25	1	Stanfree	Customer is not happy with a question asked by a Customer Advisor and felt they were argumentative.	Customer Services	1
	1	Bramley Vale	Customer has complained about the Gas Repairs Planner's manner when trying to rearrange a gas service appointment.	Dragonfly	7
	1	Hodthorpe	Customer has complained concerning an unannounced visit from the Council's Contractor and their conduct on site.		
	2	Pinxton	Customer is unhappy with the level of service received during a recent repair for a leak.		
			Customer is dissatisfied that an unsafe fence has not been replaced at their Auntie's property.		
	1	Shirebrook	Customer has complained that a Repair Operative refused to move their vehicle and had a bad attitude.		
	1	Shuttlewood	Customer has complained about the condition the Repair Contractors have left their property in.		
	1	South Normanton	The customer has complained about repair works undertaken at a neighbouring Council property.		
	1	Out of Area - Alfreton	Customer believes the Environmental Health Service have gained unauthorised entry to one of their properties.	Environmental Health	1
	1	Bolsover	Customer has complained how a warden handled an emergency situation.	Housing	4
1	Newton	Customer is dissatisfied with the treatment received from Tenancy Management Officers.			

Q3 Stage 1 Complaints 2025/26

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Pinxton	Customer is dissatisfied that an unsafe fence has not been replaced at their Auntie's property.		
	1	Shirebrook	The customer has complained that a rent arrears letter notice received is misleading and unacceptable.		
	1	Clowne	Customer is dissatisfied with the conduct of a Leisure Officer.	Leisure	1
	1	Bolsover	Customer is unhappy that they were told the wrong amount for their Council Tax refund.	Revenues	1
	1	Barlborough	Customer is dissatisfied the Council have not collected their bins since they were added to the assisted list.		
	2	Bolsover	Customer is unhappy a hedge was not cut in September, when they were told it would be done.		
			Customer has complained that their bins are not being emptied regularly.		
	2	Clowne	Customer is not happy their bins have not been delivered yet.		
			Customer is not happy they were advised their bin would be collected and it has not been.	Street Scene	14
	1	Langwith	Customers bin has been missed on numerous occasions.		
	2	Shirebrook	Customer is dissatisfied there are over hanging trees and they are damaging their fence.		
			Customer is unhappy with actions taken by the Community Enforcement Ranger.		
	2	South Normanton	The customer is unhappy with the lack of contact and their card board recycling remains uncollected.		

Q3 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			Customer is dissatisfied with the burgundy bin crew who are persistently walking across their front garden.		
	2	Whaley Thorns	Customer is not happy their bins have not been delivered yet		
			Customer is dissatisfied their bins have not been delivered yet.		
	2	Whitwell	Customer is dissatisfied their assisted bin collection is being frequently missed.		
			Customers bin is not being returned to their property following the assisted bin collection.		
	Total Stage 1 for October 2025. Split by department				
Total Stage 1 for October 2025.					28
Nov-25	1	Pinxton	Customer is dissatisfied there was missed opportunities for her repairs appointment to be raised appropriately as an emergency.	Customer Services	1
	1	Glapwell	Customer is dissatisfied they cannot choose their repair appointment time.	Dragonfly	5
	1	Pinxton	Customer is dissatisfied there was missed opportunities for her repairs appointment to be raised appropriately as an emergency.		
	1	Shirebrook	Customer has reported several ongoing issues at their property which have not been resolved including water ingress.		
	1	Whaley	Customer logged a job for Out of Hours and was told they would be attending after 5pm, however no one attended.		
	1	Whitwell	Customer is not happy they are no longer permitted to park on their driveway.		
	1	Clowne	Customer is not happy with the Officer that answered their call and said they slammed the phone down.	Governance	1

Q3 Stage 1 Complaints 2025/26						
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department	
	1	Blackwell	Council has complained about the way they have been treated by the Tenancy Management Officer.	Housing	3	
	1	Tibshelf	Customer has complained regarding their experience with the Tenancy Management team.			
	1	Whitwell	Customer is not happy they are no longer permitted to park on their driveway.			
	1	Creswell	Customer has complained they have been told not to park their mobility scooter outside the Wellness Hub.	Leisure	1	
	1	Whitwell	The customer has concerns regarding actions and decisions made by the Planning department.	Planning	1	
	3	Bolsover	Customer is on the assisted list, and their bin has been missed for the 3rd time.	Street Scene	6	
			The customer is dissatisfied that the trees at the front and back of their house have not been cut and their gutters are blocked.			
			A Council Officer has removed signage which was pre-approved by another Council.			
	1	Creswell	Customer is dissatisfied that are unable to have a larger capacity bin.			
	1	Shirebrook	The customer is not happy the Council have not cut the tree down that they reported in 2024.			
	1	Tibshelf	Customer has complained regarding their experience with the Tenancy Management team.			
	Total Stage 1 for November 2025. Split by department					18
	Total Stage 1 for November 2025.					15
Dec-25	1	Stanfree	Customer is dissatisfied with the service received from Customer Advisors.	Customer Services	1	
	1	Doe Lea	Customer has complained concerning an ongoing unresolved issue causing her home to be cold and drafty.	Dragonfly	2	

Q3 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Shirebrook	Customer is dissatisfied with the conduct of the Council's Repairs Contractor.		
	1	Clowne	Customer is dissatisfied with an Environmental Technical Officer's conduct.	Environmental Health	1
	1	Out of Area - Sheffield	Customer has complained regarding a lack of communication from the Legal department.	Legal	1
	1	Stainsby	Customer is dissatisfied with the documents published on the public planning portal.	Planning	1
	1	South Normanton	Customer has had their missed 4 times and they are on the assisted list.	Street Scene	8
	1	Clowne	Customer is not happy that the Refuse crew are leaving the bins blocking the road.		
	1	Creswell	Customers assisted burgundy bin collection is being repeatedly missed.		
	2	Glapwell	Customer is not happy with the mud that was left on street by the street sweeper.		
			Customer has had their bin missed and wants to know why.		
	1	Hodthorpe	Customer dissatisfied with the way the Refuse Crew are returning their bins.		
	1	Langwith	Customer is dissatisfied with the process for assisted bin collection assessment.		
	1	South Normanton	Customer has complained about a lack of correspondence or action following a tree cutting inspection.		
Total Stage 1 for December 2025. Split by department					
Total Stage 1 for December 2025.					14
Total Stage 1 for Q3 2025. Split by department					61
Total Stage 1 for Q3 2025.					57

Appendix 3 (E) Stage 2 Complaints by department 01/10/25 to 31/12/25

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

Q3 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Oct-25	1	Unknown	Customer remains dissatisfied with their stage 1 complaint regarding the Environmental Health Service gaining entry to one of their properties.	Environmental Health	1
Total Stage 2 for October 2025. Split by department					1
Total Stage 2 for October 2025.					1
Nov-25	1	Newton	Customer remains dissatisfied with their stage 1 response concerning the treatment received from Tenancy Management Officers.	Housing	1
	1	Langwith	The customer's bin has been missed again, and they remain dissatisfied with the service. They have stated that this issue has been going on for 20 years. They have expressed they did not agree for the stage 1 complaint to be closed.	Street Scene	3
	1	Whitwell	Customers bin is not being returned to their property following the assisted bin collection.		
	1	South Normanton	The customer has escalated their complaint to stage 2 concerning their recycling side waste not being collected.		
Total Stage 2 for November 2025. Split by department					4
Total Stage 2 for November 2025.					4
Dec-25	1	Clowne	The customer was dissatisfied with the response provided by CEO and feels the recent complaints made about the Officers conduct has left a poor impression of the Council.	Governance	1
	1	Bolsover	The customer has escalated their complaint concerning an allegation that a Council officer removed their approved signage.	Street Scene	2
	1	Shirebrook	The customer has escalated their complaint regarding their neighbours' overgrown conifers and a lack of communication regarding the issue.		

Q3 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Stage 2 for December 2025. Split by department					3
Total Stage 2 for December 2025.					3
Total Stage 2 for Q3 2025. Split by department					8
Total Stage 2 for Q3 2025.					8