

BOLSOVER DISTRICT COUNCIL

Meeting of the Standards Committee on 11th May 2026

**Customer Service Compliments, Comments and Complaints Report and
Annual Summary 2024/25**

Report of the Monitoring Officer

Classification	This report is Public
Contact Officer	Victoria Dawson Assistant Director for Housing 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, compliments, comments and complaints.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and which the Council can use to improve its services.
- To provide information on the number of compliments, comments, and complaints for the period 1st April 2024 to 31st March 2025.
- To provide an annual summary on the above.
- To make Elected Members aware of performance in relation to Customer Service Standards and the effective management of complaints.
- This is a late report but for the purposes of completion and ensuring that figures are fully reported we are bringing the full report for 24/25 and the 25/26 annual report will follow later in the year.

REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to the effective management of complaints.

2. Details of Proposal or Information

2.1 Compliments, Comments and Complaints

Compliments

In total **268** written compliments were received during 1st April 2024 to 31st March 2025. Compliments were received from customers who appreciated excellent service.

Comments

33 comments were received for the period 1st April 2024 to 31st March 2025. **100%** were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

MP Enquiries

46 M.P. Enquiries were received for the period 1st April 2024 to 31st March 2025. **100%** M.P. enquiries were responded to within our customer service standard of 10 working days, for which the target is 100%.

Complaints

Stage 1

302 stage 1 complaints were received for the period 1st April 2024 to 31st March 2025. **99%** stage 1 complaints were responded to within our customer service standard of 10 working days, for which the target is 100%.

Stage 2

57 stage 2 complaints were received for the period 1st April 2024 to 31st March 2025. **98%** stage 2 complaints were responded to within our customer service standard of 20 working days, for which the target is 100%.

Ombudsman

For 2024-2025, **7** Local Government and Social Care Ombudsman (LGSCO) complaints were received, and none were investigated by the LGSCO due to no or insufficient evidence of fault or personal injustice.

The Housing Ombudsman (HO) received **1** complaint regarding the Council's investigation regarding noise complaint. The Housing Ombudsman found no maladministration on the Council's handling of noise nuisance reports.

Summary for 2024-2025

The following table provides a summary of performance for compliments, comments, and complaints for 2024-2025, with comparative data from previous years.

Appendix (1) provides a summary of performance by % of compliments, comments and complaints received for each service area and responses within timescale.

Volume and Performance

Volume by type	2024/25 Total	2023/24 Total	2022/23 Total	2021/22 Total
Compliments	268	203	160	187
Comments	33	33	24	23
M.P. enquiries	46	213	235	126
Informal Complaints (previous Stage 1) Removed from April 24*	N/A removed from April 2024	265	311	447
Stage 1 Formal Investigation Complaints (S1)	302	103	116	117
Stage 2 Internal Review Complaints (S2)	57	27	27	39
Total	706	844	873	939
% Comments acknowledged within standard (<i>target 5 working days increased from April 24</i>)	100%	100%	100%	100%
% Stage 1 (<i>informal</i>) responded to within standard (target 100%)*	N/A removed from April 2024	93%	88%	Data not recorded
Average response in days (target 3 working days)*	N/A removed from April 2024	2	2	Data not recorded
% Stage 1 (<i>formal</i>) responded to within standard (target 100%)	99%	98% (previous target 97%)	88% (previous target 97%)	91% (previous target 97%)
Average response in days (<i>target 10 working</i>)	5	9	10	11

days increased from April 24)				
% Stage 2 (internal review) responded to within standard (target 100%)	98%	100%	92%	82%
Average response in days (target 20 working days)	13	12	18	16

**In 2024, the Ombudsman required the Council to remove the 'informal complaint stage' and implemented a 2 stage complaints system.*

When comparing 2024/25 to the previous year 2023/24, the following is noted:

- An increase in compliments.
- A large decrease in M.P. Enquiries
- A large increase in stage 1 complaints due to Ombudsman changes
- An increase in stage 2 complaints due to Ombudsman changes

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman and the Housing Ombudsman Service.

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 Standards Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

Approved by Councillor M Dooley, Portfolio holder for Partnership, Health & Wellbeing

IMPLICATIONS:

Finance and Risk Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Details: Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of

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

On behalf of the Section 151 Officer

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:

<p><input checked="" type="checkbox"/> Please indicate which threshold applies:</p> <p>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:</p> <p>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.</p> <p>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.</p> <p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p> <p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>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)</p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p>Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>All <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
--	--

<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>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.</p>

DOCUMENT INFORMATION:

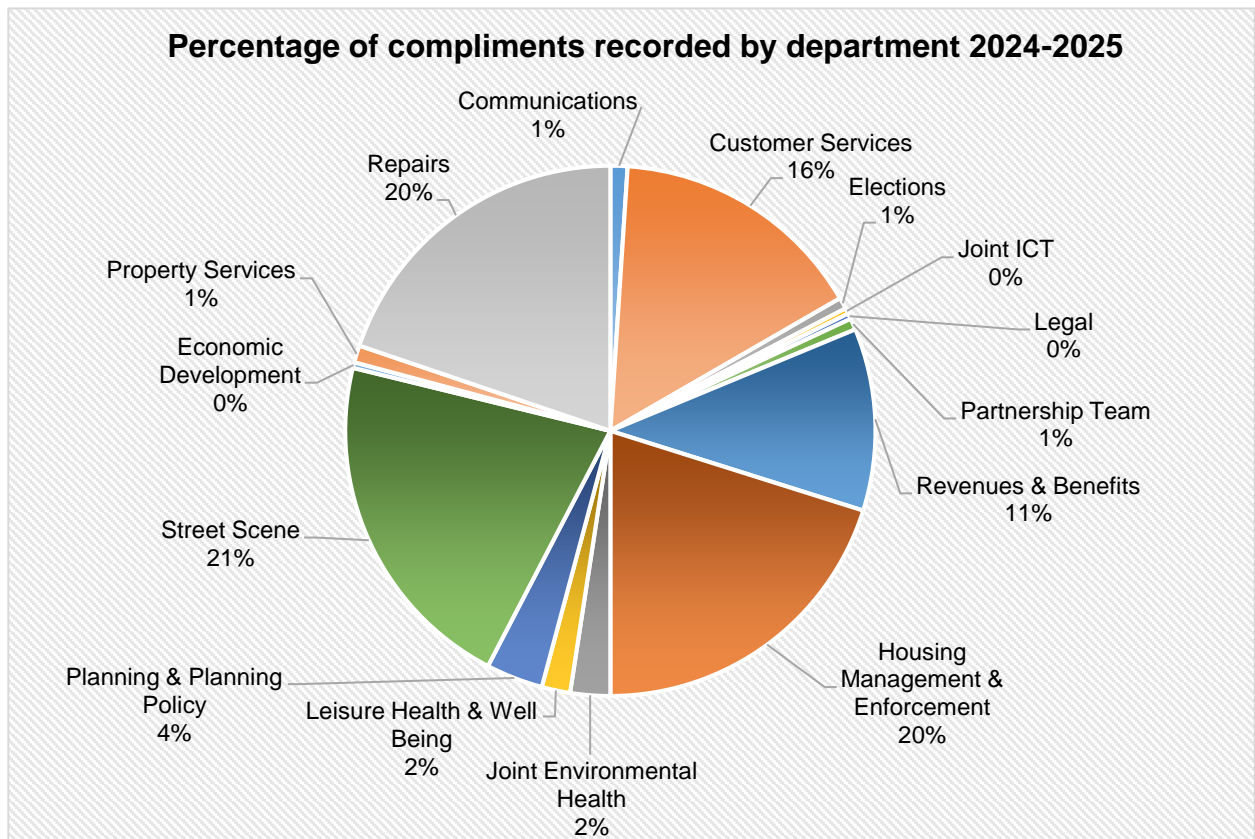
Appendix No	Title
1	Compliments, Comments and Complaints for 01/04/24 – 31/03/25: A. Compliments B. Comments C. M.P Enquiries D. Stage 1 complaints E. Stage 2 complaints F. Ombudsman complaints

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>
None

Appendix 1. Compliments, Comments and Complaints for 01/04/24 – 31/03/25

A. Compliments

A - Compliments 1/4/24 - 31/3/25		
Corporate Resources	Customer Services	45
	Partnership Team	2
	Communications	3
	Revenues & Benefits	32
	Joint ICT	1
	Elections	2
	Legal	1
Community Services	Planning & Planning Policy	10
	Leisure Health & Well Being	5
	Joint Environmental Health	7
	Housing Management & Enforcement	58
	Street Scene	61
Dragonfly Development Ltd	Repairs	57
	Economic Development	1
	Property Services	3

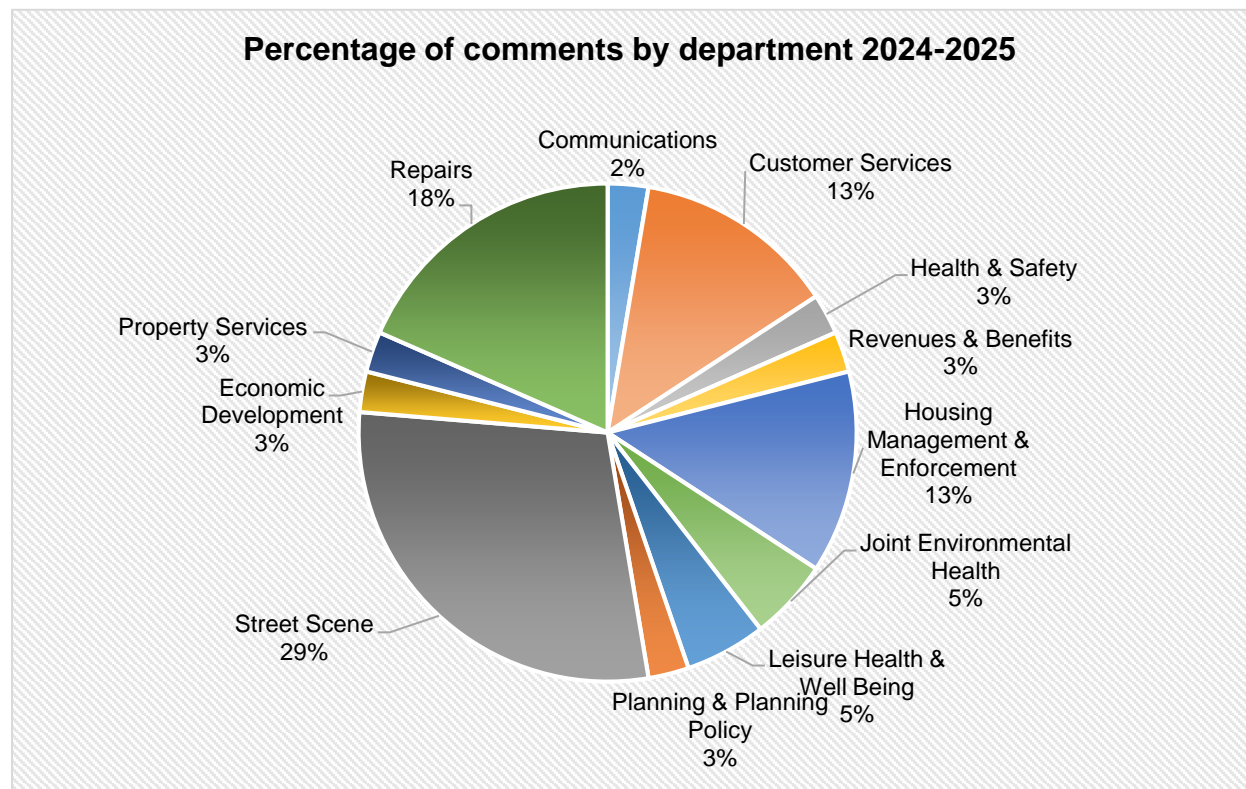


Customer complimented the Customer Advisor who went above and beyond to help a resident feel comfortable and kept updated to ensure they had the best outcome. It is a pleasure speaking to the Customer Advisor who is very kind - they state they are an enormous asset to the Customer Services team.	Customer Services
The customer would like to thank the Contact Advisor for being superb, brilliant, and compassionate towards their needs. They believe the advisor went above and beyond.	Customer Services
Customer received a wonderful service from a Pest Control Expert who had visited over an 8 week period. The treatment was effective and they were given great advice and help.	Environmental Health
The customer would like to thank the Tenancy Management Officer for being so helpful and putting their minds at ease when coming to the property.	Housing
The customer has thanked the Community Enforcement Rangers for their assistance in clearing the side of their father's property so they could access it with their mobility scooter. The customer states they did a fantastic job and provide an excellent service.	Housing
Customer complimented the Repairs Operative for being polite and considerate, they did an extremely good job and cleaned up thoroughly. The customer is happy to know that there are Operatives that take pride in their work and deserve a pay rise.	Housing Repairs and Maintenance
Customer wanted to say a massive thank you to the Plumber that completed the works. They said the Plumber was brilliant, had done a fantastic job and went above and beyond.	Housing Repairs and Maintenance
Customer wanted to give a massive thank you to the Community Activity and Sports Activator and said that they were a kind, patient and helpful person. They think they deserve a special mention and to them BDC employee of the month.	Leisure

<p>The customer has thanked the Principal Planner for their constructive working towards issues resolved, their proactive approach is appreciated.</p>	<p>Planning</p>
<p>Customer has complimented the Grounds Maintenance Operative who has done an excellent job of cleaning the road gutters and the pavement</p>	<p>Street Scene</p>
<p>Customer thanked the Grounds Maintenance Team for providing an excellent gardening service trimming the hedges and trees despite the bad weather. They did a very good job considering the circumstances and have a fabulous community spirit. One of the kind Operatives also defrosted the tenant's frozen car. The tenant stated this work is what makes a difference to village life.</p>	<p>Street Scene</p>

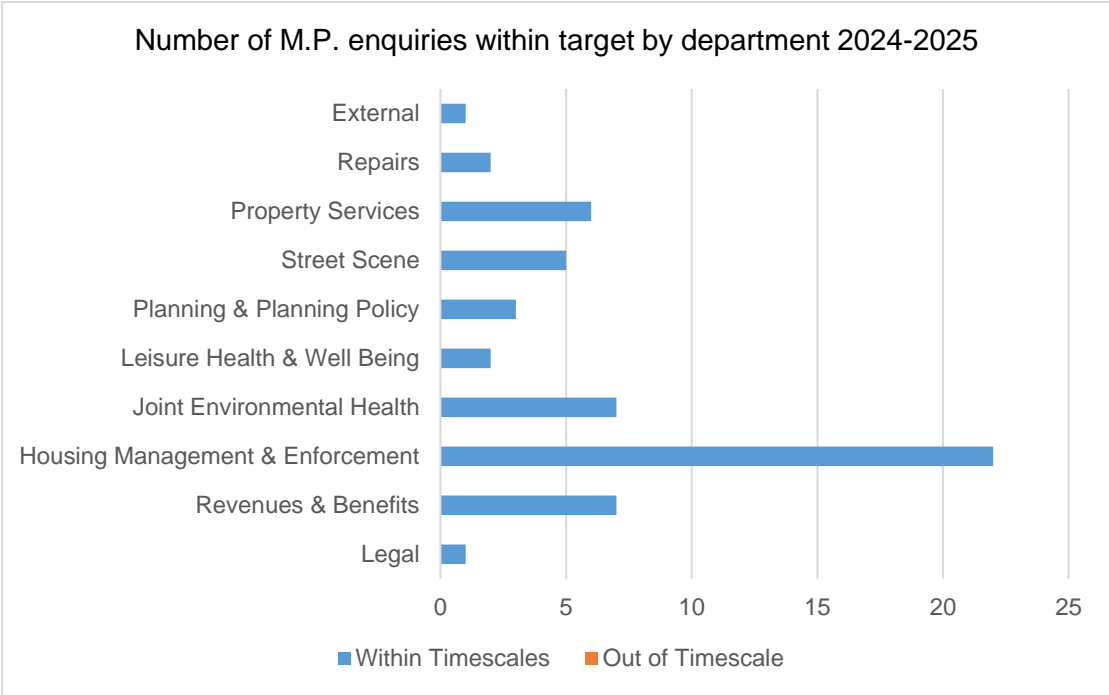
B. Comments

B - Comments 1/4/24 - 31/3/25		
Corporate Resources	Customer Services	5
	Communications	1
	Revenues & Benefits	1
Community Services	Planning & Planning Policy	1
	Housing Management & Enforcement	5
	Leisure Health & Well Being	2
	Street Scene	11
	Corporate Health & Safety	1
	Joint Environmental Health	2
Dragonfly Development Ltd	Economic Development	1
	Repairs	7
	Property Services	1



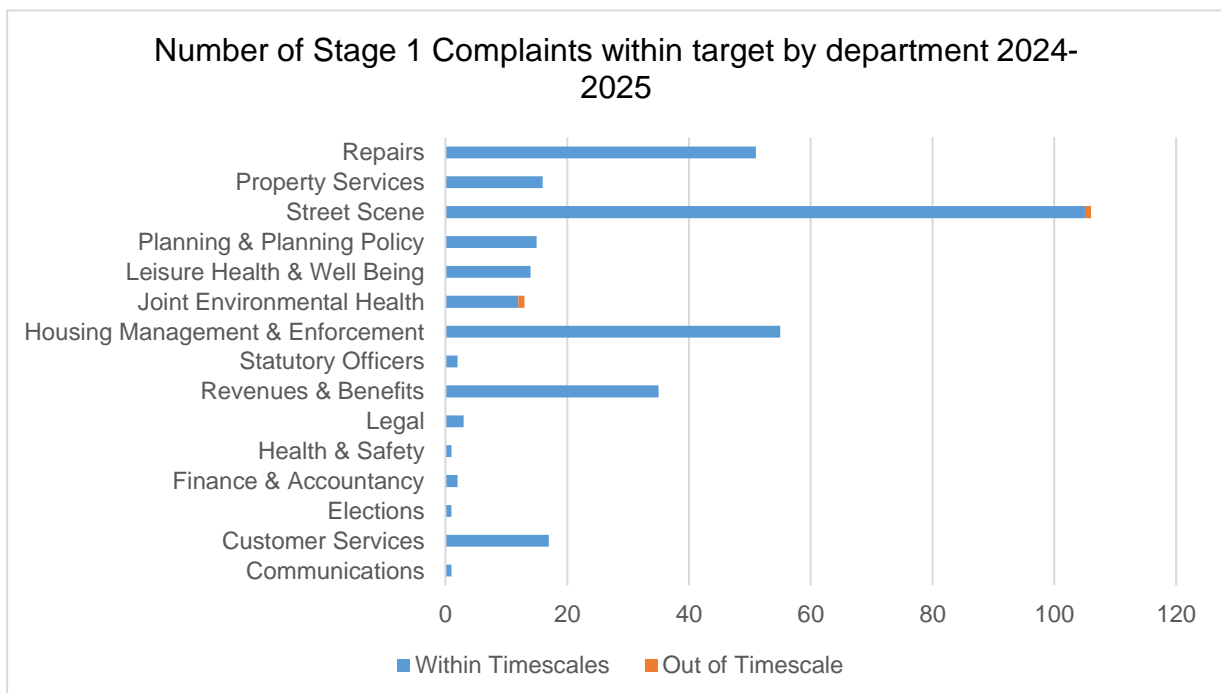
C. M.P. Enquiries

C- M.P. Enquiries recorded by department 01/04/24 – 31/03/25			Answered Within Timescale	Answered Outside of Timescale
Services Directorate	Legal	1	1	0
	Revenues & Benefits	7	7	0
Strategy Directorate	Housing Management & Enforcement	22	22	0
	Joint Environmental Health	7	7	0
	Leisure Health & Well Being	2	2	0
	Planning & Planning Policy	3	3	0
	Street Scene	5	5	0
	Property Services	6	6	0
	Repairs	2	2	0
External		1	1	0



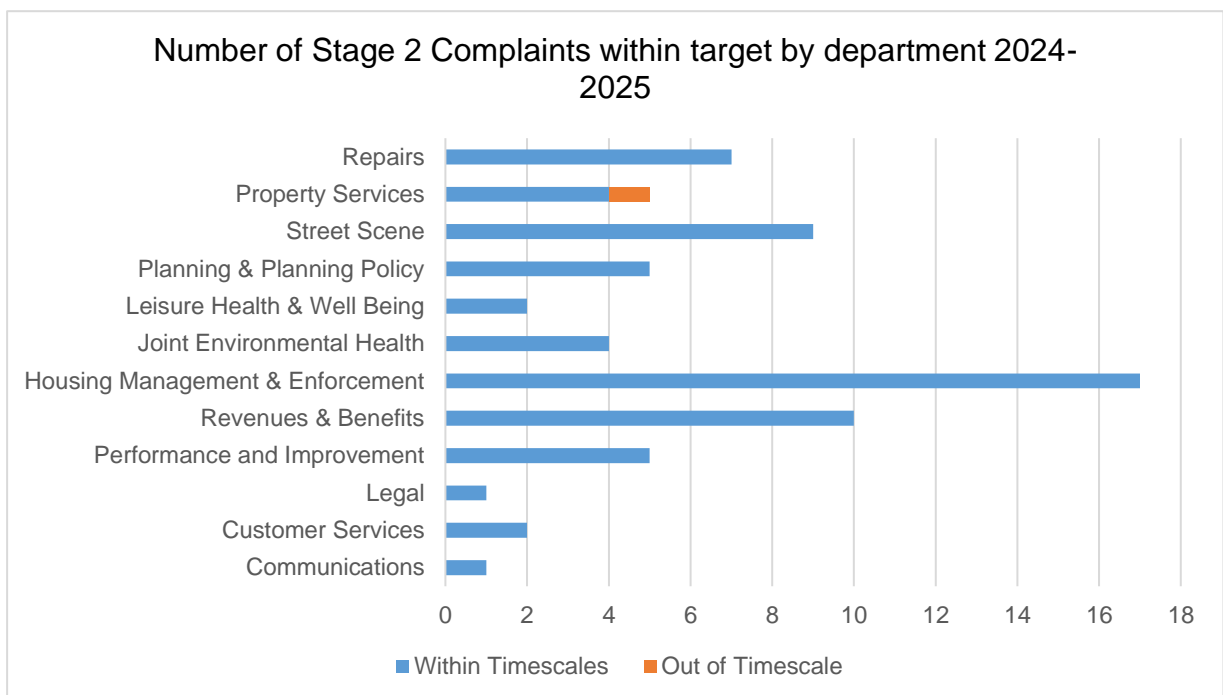
D. Stage 1 Complaints

D - Stage 1 Complaints recorded by department 01/04/24 – 31/03/25			Answered Within Timescale	Answered Outside of Timescale
Services Directorate	Communications	1	1	0
	Customer Services	17	17	0
	Elections	1	1	0
	Finance & Accountancy	2	2	0
	Health & Safety	1	1	0
	Legal	3	3	0
	Revenues & Benefits	35	35	0
	Statutory Officers	2	2	0
Strategy Directorate	Housing Management & Enforcement	55	55	0
	Joint Environmental Health	13	12	1
	Leisure Health & Well Being	14	14	0
	Planning & Planning Policy	15	15	0
	Street Scene	106	105	1
Dragonfly Development Ltd	Property Services	16	16	0
	Repairs	51	51	0



E. Stage 2 Complaints

E - Stage 2 Complaints recorded by department 01/04/24 – 31/03/25			Answered Within Timescale	Answered Outside of Timescale
Services Directorate	Communications	1	1	0
	Customer Services	2	2	0
	Legal	1	1	0
	Performance and Improvement	5	5	0
	Revenues & Benefits	10	10	0
Strategy Directorate	Housing Management & Enforcement	17	17	0
	Joint Environmental Health	4	4	0
	Leisure Health & Well Being	2	2	0
	Planning & Planning Policy	5	5	0
	Street Scene	9	9	0
Dragonfly Development Ltd	Property Services	5	4	1
	Repairs	7	7	0



F – Ombudsman’s Summary 01/04/24 – 31/03/25	Ombudsman	Date Received	Departments Involved	Date Decision Letter Received	Ombudsman Decision
<p>Ms X has complained about how the Council’s Monitoring Officer dealt with her complaint about the conduct of a councillor. Ms X disagrees with the Council’s reasons for not investigating her complaint and says the Monitoring Officer has not listened to her concerns. Ms X is also unhappy with how the Council dealt with her complaint about the Monitoring Officer’s decision. Ms X says the Council’s actions have impacted her health.</p>	<p>LGSCO</p>	<p>24/5/24</p>	<p>Councillors</p>	<p>24/5/24</p>	<p>We will not investigate this complaint about how the Council dealt with a complaint about the conduct of a councillor. This is because we are unlikely to find fault.</p>
<p>The complaint is about the landlord’s handling of reports of noise nuisance.</p>	<p>29/5/24</p>	<p>HO</p>	<p>Housing Environmental Health</p>	<p>16/5/25</p>	<p>In line with paragraph 52 of the Housing Ombudsman Scheme, there was no maladministration by the landlord on its handling of reports of noise nuisance.</p>

<p>The complainant, Ms X, complains about the way the Council handled her housing application for the past four years. She says she always kept the Council updated about her circumstances and does not understand why the Council has removed her from the housing register.</p>	<p>2/7/24</p>	<p>LGSCO</p>	<p>Housing</p>	<p>15/7/24</p>	<p>We will not investigate this complaint because there is insufficient evidence of fault causing injustice.</p>
<p>Mr X complained the Council had not followed up on recommendations made by an occupational therapist, which means his property has not been adapted to meet his disability needs. Mr X also complained the Council was communicating with him directly despite there being a court order in place directing it to communicate with Ms Y due to Mr X's disabilities.</p>	<p>24/7/24</p>	<p>LGSCO</p>	<p>Housing Repairs & Maintenance</p>	<p>16/8/24</p>	<p>The Council did send the response on the 31/7/24 however the download file IT prepared were in the wrong format and could not be opened. The LGO alerted the Council to this on the 8/8/24 and the new link was sent on the 9/8/24. Recommendation - It would be helpful for Council A to clarify with Mr X how he wants it to communicate with him going forward.</p>
<p>Mr X complained about the Council spending council taxpayer's funds on works in default to a nearby vacant property in 2000/2001. He says the Council failed to recover the costs of the works which have</p>	<p>LGSCO</p>	<p>6/9/25</p>	<p>Revenues</p>	<p>6/9/25</p>	<p>We will not investigate this complaint about the Council's actions with regard to an empty property. We cannot investigate complaints about how councils spend public resources which</p>

<p>benefit paid for by taxpayers. He also complained about the Council charging council tax from an unauthorised occupant because he says this is encouraging criminal activity.</p>			<p>Legal</p>		<p>affects all or most of the residents of their areas. There is insufficient evidence of any significant personal injustice to Mr X caused by the Council's actions.</p>
<p>The complainant, Mr X, complains about the lack of maintenance to the graveyard where his parents are buried.</p>	<p>LGSCO</p>	<p>8/1/25</p>	<p>Street Scene</p>	<p>24/2/25</p>	<p>We will not investigate Mr X's complaint about graveyard maintenance. This is because there is insufficient evidence of fault by the Council to warrant an investigation.</p>
<p>Mr X complained the Council caused a land ownership dispute between he and another party. Mr X believes he is now at a financial loss because he has had to resolve this dispute at a Tribunal, including legal costs. He also said he has been unable to build on the land, he believes to be his, thereby causing a loss of earnings. Mr X wanted the Council to compensate him for his losses.</p>	<p>LGSCO</p>	<p>27/3/25</p>	<p>Legal</p>	<p>27/3/25</p>	<p>We will not investigate Mr X's complaint because he has an alternative legal remedy through the courts, and it would be reasonable for him to use that alternative remedy.</p>

<p>Mr X said he paid a sum of money into a Council payment machine which was not fully accounted for. He said this meant £20 was not put onto a payment he made. Mr X wants the Council to make up the difference.</p>	<p>LGSCO</p>	<p>28/3/25</p>	<p>Customer Services</p>	<p>28/3/25</p>	<p>We will not investigate Mr X's complaint. The Council investigated his complaint and said the payment had not been made and Mr X disputes this. Because there is no other evidence we can consider, we cannot reach a conclusion and so there is no worthwhile outcome we can achieve.</p>
--	--------------	----------------	--------------------------	----------------	---

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman