

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 15th June 2026

Compliments, Comments and Complaints Report 25/26 1st January 2026 to 31st March 2026 and 25/26 Annual Summary

Report of the Portfolio Holder for Health and Wellbeing

Classification	This report is Public.
Contact Officer(s)	Customer Standards and Complaints Officer. 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 January 2026 to 31st March 2026 and also the 2025/26 overall performance.
- 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 January 2026 to 31st March 2026 and also the 2025/26 overall performance.
- To provide an Annual Summary on the above for 2025/26.
- To make Elected Members aware of performance and improvements in relation to its Customer Service Standards and the effective management of complaints.
- For members to consider the recommendations from the Housing Ombudsman following review of the Complaint Handling Policy.

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 **81%** for Q4.

Cumulatively performance is **84%** for the year 2025/26, which exceeds the target of 70%.

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

Benefits achieved **89%** for Q4.

Cumulatively performance is **90%** for the year 2025/26, which exceeds the target of 80%.

In Q4, Revenues received 5476 emails and Benefits received 1667, all emails are acknowledged within 1 working day.

The majority will receive a response in another format, generally via the Revenues & Benefits system e.g. a benefit notification letter following evidence of information being provided or a revised bill for Council Tax/ Business Rates or will lead to lengthy/complex letters being issued in formats that are required to adhere to legislative requirements and not by return email.

2.1.2 Contact Centres (Appendix 1)

Telephones

Target - 75% of incoming calls to be answered within 20 seconds.

Contact Centres achieved **77%** for quarter Q4 (**18,412** calls answered).

Cumulatively performance is **78%** for the year 2025/26 which is above the target of 75% (**70,359** calls answered). Target to return to original KPI 80% for 2026/27.

For 2025/2026, the overall average wait time was 31s and the average call handling time is 4m 47s which has slightly decreased from previous years.

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 January 2026 to 31st March 2026:

- **8328** email enquiries (in Q4) from the public were handled 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 Q4.

Overall, for the year 2025/26 a total of 31,628 emails were handled and 100% were answered within 8 working days.

Live Chat

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

Contact Centres achieved **82%** for Q4. 765 chats were answered out of 791.

Cumulatively performance is **86%** for the year 2025/26 which is just below the target of 90%. 2435 chats were answered out of 2490.

Face to Face

Monitoring carried out week commencing 17.11.26

572 customer visited Contact Centres and the Meet & Greet desk. 100% were seen within 20 minutes with an average wait time of 1.2 minutes per customer.

Monitoring periods for 26/27:

11.05.26 & 09.11.26

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of compliments received for the period by department. In total **63** compliments were received during Q4 1st January to 31st March 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms
Compliments received Q4 - **12**

Comments

Appendix 3 (B) shows the number of comments received for the period Q4 1st January to 31st March 2026, **27** 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 Q4 - **9**

Complaints

Stage 1

Appendix 3 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **70** stage 1 complaints were recorded in Q4 1st January to 31st March 2026 and **12** M.P. enquiries during this same period.

98% stage 1 complaints and **100%** M.P. enquiries were responded to within the Council's customer service standard of 10 working days.

Stage 2

Appendix 3 (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 **10** stage 2 complaints were received.

100% stage 2 complaints were responded to within the Council's customer service standard of 20 working days.

Ombudsman

2 Ombudsman (Local Government) complaints were received for investigation during Q4 period 1st January to 31st March 2026. The Council await the Local Government Ombudsman's determination regarding these cases.

Service Improvements

The following service improvements have been identified in Q4:

Reference Number	Description	Improvement
8085	Customer has complained concerning the cleanliness of the pool changing rooms.	The Leisure department will make arrangements to ensure a deeper clean of the changing rooms happens more frequently.
8091	Customer is not happy with the way their emergency repair was handled.	To prevent recurrence the process of allocating works, communication and feedback is being reviewed to implement improvements.

8093	Customer is dissatisfied their domestic and trade waste was missed.	The Commercial Waste team will ensure that any future changes to collection dates are communicated to trade customers well in advance and by email where address is provided.
8099	Customer has complained that the Council have not enforced blue badge holders using the disabled bay.	The Council is looking into providing additional disabled parking signage and is in the process of obtaining quotes.
8143 & 8147	Customer is not happy because they are receiving invoices regarding their deceased father.	Additional checks have now been added to the account cancellation process to prevent invoices being sent on cancelled accounts.
8173	Customer has complained regarding the Income Management Assistants attitude and approach.	Going forward, staff will ensure that if a call needs to be terminated, the caller is clearly informed of the reason and given a warning before the call ends.
8210	Customer has concerns about antisocial behaviour following Extreme Wheel's events.	Extreme Wheels sessions have been cancelled until Easter holidays given the seriousness of antisocial behaviour experienced following the event at local premises.
8246	Customer has complained regarding a tenant recharge following their tenancy termination.	In the future, the Repairs Admin team will liaise with the Finance department to ensure that a cancellation invoice is sent from either department.
BDC820380688	Customer has complained regarding the overgrown communal garden.	The Street Scene Co-ordinator has added a shrubbed area of the communal garden to their maintenance schedules to ensure work is carried out annually.

2.3 CCC Annual Summary for 2025/26

The following tables provide a summary of performance for compliments, comments and complaints for 2025/26, with comparative data from previous years.

Volume and Performance

Volume by type	2025/26 Total	2024/25 Total	2023/24 Total	2022/23 Total
Compliments	265	268	203	160
Comments	58	33	33	24
M.P. enquiries	46	46	213	235
Informal Complaints (S1)	N/A removed from April 2024	N/A removed from April 2024	265	311
Formal Complaints Stage 1 from April 2024	262	302	103	116
Internal Review Complaints Stage 2 from April 2024	36	57	27	27
Total	667	706	844	873
% Comments acknowledged within standard (target 5 working days)	100%	100%	100%	100%
% Stage 1 responded to within standard (target 100%)	99%	99%	98%	88%
Average response in days (target 10 working days)	5	5	9	10
% Stage 2 responded to within standard (target 100%)	100%	98%	100%	92%
Average response in days (target 20 working days)	12	13	12	18

When comparing 2025/26 to the previous year 2024/25, the following is noted:

- An increase in comments
- A decrease in stage 1 complaints
- A decrease in stage 2 complaints
- Within % target for acknowledgements and full responses to stage 2 complaints.
- Slight decrease in average working days response times

The above would appear to indicate that the Council has a robust complaints policy, as recommended by the Local Government & Social Care Ombudsman and the Housing Ombudsman Service.

Following review of the Citizens Survey in Autumn of 2025 and comments from our residents around 'Making a Complaint', we have raised the profile for our residents to have easier access to 'how to make a complaint' via the Councils website and Self Service. We will also be focusing on providing clearer updates on progress and faster responses where possible.

2.4 Compliments, Comments and Complaints Policy Housing Ombudsman Review

Following the Housing Ombudsman's review of the Council's Compliments, Comments and Complaints Policy, the Council have made several changes to the Policy in line with recommendations. All changes are noted within Appendix 3.

3. Reasons for Recommendation

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints and approve the CCC Policy changes following recommendations by the Housing Ombudsman.

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
2. That the Customer Services Scrutiny Committee approve the CCC Policy changes following recommendations by the Housing Ombudsman.

Approved by Councillor M Dooley, Portfolio holder for 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

<input type="checkbox"/> 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:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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) <input type="checkbox"/> (b) <input type="checkbox"/>
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) <input type="checkbox"/> (b) <input type="checkbox"/>
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:	All <input checked="" type="checkbox"/>
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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"/>	

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.

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

Promoting equality and diversity and supporting vulnerable and disadvantaged people.

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Service Standards monitoring 01/04/25 to 31/03/26
2.	Compliments, Comments and Complaints: A. Compliments by department 01/01/26 to 31/03/26 and annual summary B. Comments by department 01/01/26 to 31/03/26 and annual summary C. Stage 1 complaints 01/01/26 to 31/03/26 and annual summary D. M.P Enquiries 01/01/26 to 31/03/26 and annual summary E. Stage 2 complaints 01/01/26 to 31/03/26 and annual summary F. Ombudsman complaints 01/01/26 to 31/03/26
3.	Housing Ombudsman Policy Review & changes made to Compliments, Comments and Complaints Policy.
4	Compliments, Comments and Complaints Policy April 2026

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 01/04/25 – 31/03/26

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%	99.70%	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	18,412	77%	81%	89%	15,471	100%	99.7%	765	82%	70	98%	12	100%
Quarter 4 Cumulative	70,359	78%	84%	90%	53,252	100%	99.8%	2,435	89%	262	99%	46	98%

Appendix 2 (A) Compliments by Department 01/01/26 – 31/03/26

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

Q4 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jan-26	1	Shirebrook	The customer complimented the Advisor and the Councillor on being polite, eloquent, informative and calming.	Corporate Governance	1
	1	Clowne	The tenant wanted to thank the Customer Advisor and all the Contact Centre staff for their help with completing a housing application.	Customer Services	2
	1	Shirebrook	The customer complimented the Advisor and the Councillor on being polite, eloquent, informative and calming.		
	1	Blackwell	Customer complimented the Gas Operative for being mild, friendly, patient and considerate.	Dragonfly	4
	1	Bolsover	Customer complimented the Drainage Operative teams work and attitude.		
	1	Creswell	Customer passed on their thanks for the improvements at one of the Council's Independent Living schemes. They were very impressed with the standard of work carried out and feel it is much improved, and they are very grateful.		
	1	Shirebrook	Customer is complimenting how polite the Repairs Operative was who came to do the electrical testing.		
	1	Unknown	Complimented the Disabled Facilities Grant process for being very efficient and thanked all the Officers involved who have been caring, kind and thoughtful of the customer's needs. Officers have been understanding, had good communication and the customer is very appreciative.	Environmental Health	1
	4	Unknown	The customer commented that various member of the housing team had been amazing with their support. They were helpful and friendly and sensitive to the customer's situation.	Housing	4
The customer thanked the Housing Allocations Assistant for all they had done and felt they had been a star.					

			The Housing Strategy & Development Officer has been complimented on for their input, research and knowledge during a project.		
			The tenant complimented the Allocations Officers for being absolutely exceptional, professional and kind.		
	1	Out of Area - Chesterfield	The customer wanted to thank the Leisure and Go Active team for everything they do for the Trust. They feel the centre is brilliant and caters for all their needs. Staff are brilliant with them and always helpful and polite.	Leisure	1
	1	Unknown	Customer wanted to thank the Senior Revenues Officer for being such a great help.	Revenues	1
	1	Bolsover	Customer would like to thank the Grounds Maintenance team for completing a requested litter pick.	Street Scene	2
	1	Clowne	Customer wanted to thank the Grounds Maintenance team for adding a tree to the list for a crown reduction.		
Total compliments for January 2026. Split by department					16
Total compliments for January 2026.					15
Feb-26	1	Barlborough	Customer complimented the Customer Advisor who was very nice during their conversation.	Customer Services	9
	1	Clowne	The customer wanted to thank the Customer Advisor for their help and the quick response from Environmental Health Officer.		
	1	Creswell	The customer would like to thank the Customer Advisor for their good service. They clearly explained the new information regarding the food waste bins and provided them with a link for additional information.		
	1	South Normanton	The customer complimented the Customer Advisor for being very helpful and advised they found the live chat a great way to get assistance.		
	1	Unknown	The Tenant Engagement Officer wanted to say a big thank you to the Meet and Greet Receptionist for their help at a very busy event, they helped it run very smoothly and they are a star.		
	4	Whitwell	The customer thanked the Customer Advisor who completed a housing application with them for being outstanding, professional, helpful in explaining the process in full and understanding their needs.		

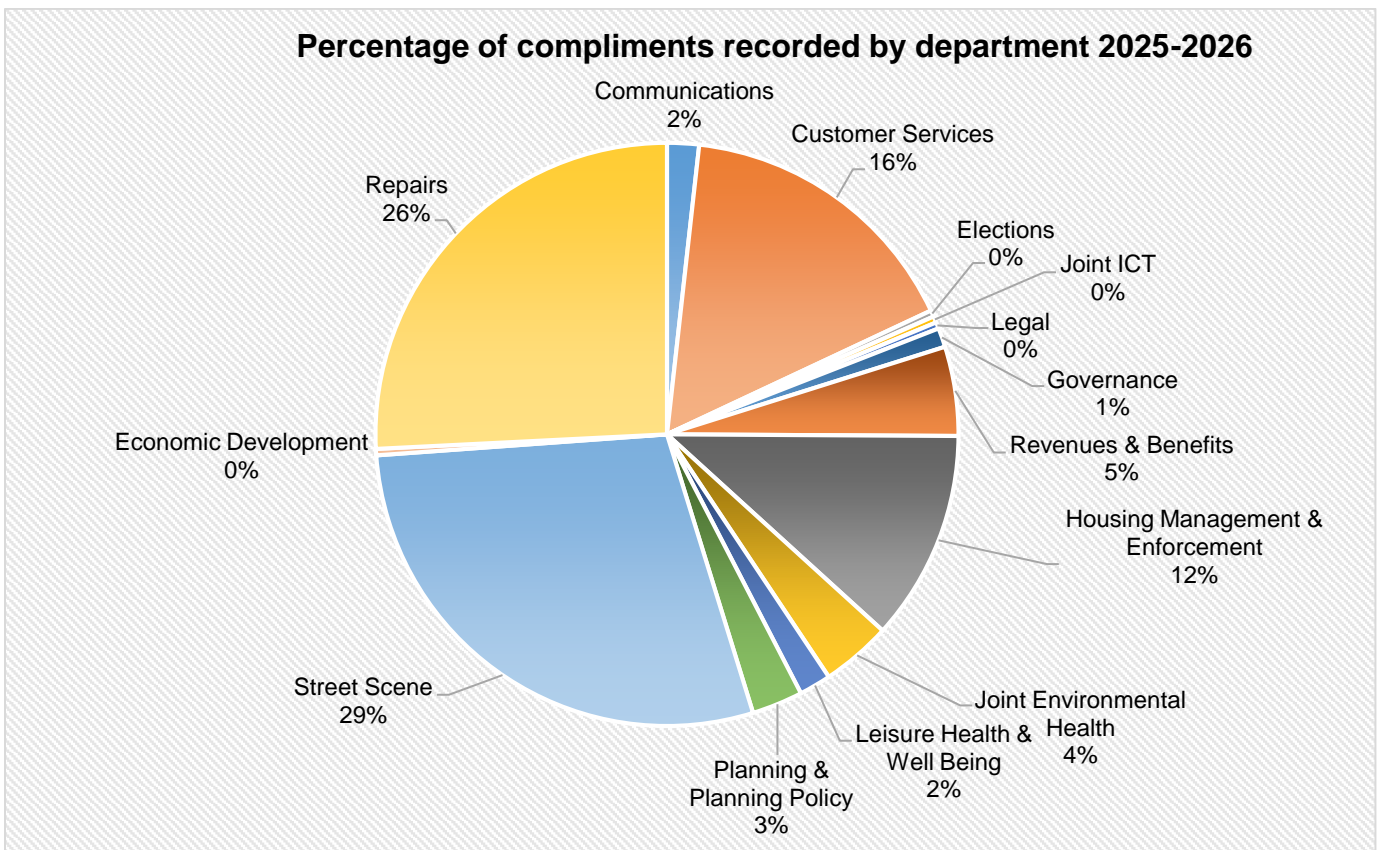
			<p>The customer thanked the Customer Advisor for being wonderful, helping them immensely and being sympathetic to their needs. They felt the Advisor went above and beyond their role and want to thank them for the outstanding customer care.</p>		
			<p>The customer wanted to thank the Customer Advisor and the Grounds Maintenance team for doing an amazing job in removing a massive tree. They were very polite and professional and they are very grateful.</p>		
			<p>The customer said that every time they contact the Contact Centre the Customer Advisors are so friendly and very helpful. It is refreshing as they use to be in London where everything is online and it is difficult to contact regarding anything.</p>		
	3	Creswell	<p>The customer wanted to thank the Repairs Team for coming back to fix the light fitting, this was very helpful.</p>		
			<p>The customer wanted to pass on how nice and good the Plumber was who attended to a recent repair at their property.</p>		
			<p>The customer wanted to pass on that the Repair Operatives were very clean, tidy, friendly and professional.</p>		
	2	Shirebrook	<p>Customer thanked the Operative for the work they had completed, they stated they have done an excellent job, gone above and beyond and they were highly satisfied.</p>	Dragonfly	6
			<p>Customer was really impressed with the Repair Operative who fit their radiator. They were professional, moved furniture around, wore plastic shoe coverings, covered the floor and cleaned up after themselves. The customer also complimented all other Repair Operatives who had attended their property as they have always provided good service.</p>		
	1	Tibshelf	<p>The customer has complimented the Repair Operative for being very professional, explaining everything, tidying up after the work and being very respectful.</p>		
	1	Bolsover	<p>The customer wanted to thank the Officer for helping them, they are very grateful, happy and proud. They thanked them for everything they are doing and they are an absolute star.</p>	Environmental Health	2

	1	Clowne	The customer wanted to thank the Customer Advisor for their help and the quick response from Environmental Health Officer.		
	1	Pinxton	The customer has complimented the Housing Allocation Assistant and Housing Options Officer for being very helpful during a very stressful time.	Housing	3
	1	South Normanton	The customer complimented the Corporate Support Officer's telephone manner which made them feel at ease.		
	1	Unknown	Tenant wanted to thanked the Tenancy Engagement Officer for their help, they felt it was lovely to meet them and that they are such a nice person.		
	1	Clowne	The customer has advised they feel the Wellness Hub is a fantastic facility, the members of the group are welcoming and friendly, the equipment is easy to use and the staff are excellent.		
	1	Creswell	Customer complimented the Refuse Crew for how neatly the bins were returned.	Street Scene	6
	1	Doe Lea	The customer thanked the Grounds Maintenance team for cleaning the path, it was much appreciated.		
	1	Shirebrook	The customer wanted to thank and express their gratitude to the Refuse Crew for emptying both bins.		
	1	Unknown	The customer complimented the Grounds Maintenance Operative for being honest, conscientious and proud of their work.		
	2	Whitwell	The customer wanted to thank the Customer Advisor and the Grounds Maintenance team for doing an amazing job in removing a massive tree. They were very polite and professional and they are very grateful.		
			The customer wanted to say thank you to the Grounds Maintenance team for how quickly and thoroughly they have actioned their request. It has made a huge difference already.		
Total compliments for February 2026. Split by department					27
Total compliments for February 2026.					25
Mar-26	1	Bolsover	The customer has thanked the Customer Advisor for making their enquiry really easy and pleasant and for being very helpful and doing a great job.	Customer Services	6

	1	Creswell	The customer wanted to thank the Customer Advisor for the sorting their relative's green bin collection that had been missed. They were very pleased with the service.		
	1	Newton	The customer wanted to compliment the Customer Advisor for being cheerful and helpful.		
	1	Stony Houghton	The customer thanked the Customer Advisor for their support when completing a housing application who was very kind and understanding and made the appointment a nice and pleasant experience. They also commented the Advisor put them at ease and listened to them. They were very grateful for their assistance.		
	2	Unknown	The customer thanked the Customer Advisor for their kindness, concern and the empathy during a difficult situation.		
			The customer complimented and thanked the Complaints team for the complaint acknowledgement provided advising it was very thorough and captures all their points.		
	1	Creswell	The customer wanted to pass on that the Repairs Operative that attended was lovely, polite, well-mannered and funny.	Dragonfly	2
	1	Whitwell	The customer complimented the Repair Operatives for how polite, professional, clean and tidy they were and wanted to say thank you.		
	2	Blackwell	The customer has complimented the Warden at their independent living facility for being excellent and efficient, having a nice manner, being ready to help with any problems, keeping the place running very well and all done with a smile. They also advised the Warden made life very interesting with craft mornings and bingo etc.	Housing	4
			The customer has complimented that the Scheme Manager is fantastic and wanted to thank them for sorting the coffee machine.		
	1	Bolsover	The customer has thanked the Mobile Wardens for being lovely and wonderful.		

	2	South Normanton	The customer wanted to make the Council aware of the outstanding service received from both the Housing Options Officer and the Housing Allocations Officer. They have said the care and support received from both Officers has been nothing short of exceptional. The customer said the team members deserve recognition and reward for their outstanding service. They wanted to pass on their thanks and gratitude to the Officers.		
	1	Unknown	The customer has complimented and thanked the Senior Revenues Officer advising they are an absolute super star and a god send.	Revenues	1
	1	Clowne	The customer thanked the Refuse Operative for taking the food caddy down the side of their house and putting it with their other bins, they feel it is a fantastic service.	Street Scene	10
	2	Glapwell	The customer wanted to pass on their thanks to the Repairs Operative who saw them rushing to take their bin out as they forgot. The Repairs Operative saw them and took the bin from the end of their drive and even put it back from them. They cannot thank them enough and it a great service.		
			The customer would like to thank the Refuse Crew on their quick delivery of their green bin. They were very grateful for them reattempting it.		
	2	Langwith	The customer complimented the Grounds Maintenance team for doing a very good job in cutting back the trees. They have said the team worked incredibly hard and professional. They said the team worked very hard and were professional.		
			The customer said a big thank you to the co-ordinator and team, a great job done.		
	1	New Houghton	The customer wanted to say thank you to the Grounds Maintenance team who have done remarkable job clearing the fly tipping.		
	2	Shirebrook	The customer has complimented that whoever was driving the street cleansing vehicle, had done a good job.		
			The customer has complimented what a great job the Road Sweeper had done of sweeping the car park of an independent living site.		

	1	South Normanton	The customer has moved from another area and cannot believe how good of a service they are receiving - Litter picker, roadside grass cut, lovely hanging baskets and Christmas decorations to name but a few things.		
	1	Unknown	The Councillor wanted to express their appreciation for the excellent reaction to the broken tree branches that was blocking the footpath.		
Total compliments for March 2026. Split by department					23
Total compliments for March 2026					23
Total compliments for Q4 2025-2026. Split by department					66
Total compliments for Q4 2025-2026.					63



A - Compliments recorded by department 01/04/25 – 31/03/26		
Corporate Resources Directorate	Communications	5
	Customer Services	46
	Elections	1
	Joint ICT	1

	Legal	1
	Governance	3
	Revenues & Benefits	14
Community Services Directorate	Housing Management & Enforcement	33
	Joint Environmental Health	11
	Leisure Health & Well Being	5
	Planning & Planning Policy	8
	Street Scene	81
Dragonfly Development Ltd	Economic Development	1
	Repairs	73

Compliments Included:

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

Appendix 2 (B) Comments by Department 01/01/26 – 31/03/26

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

Q4 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department

Jan-26	1	Shirebrook	Customer suggested the glass be removed from the interview room as it feels like an interrogation room.	Customer Services	1
	1	Clowne	Customer suggested that the Council implement a system/rota where gutters are cleared or checked regularly rather than waiting for leaks to appear.	Dragonfly	3
	1	Out of Area - Staveley	Customer suggested there should be parent and child bays at The Arc in Clowne.		
	1	Shirebrook	Customer suggested the glass be removed from the interview room as it feels like an interrogation room.		
	1	Shirebrook	Customer suggested the glass be removed from the interview room as it feels like an interrogation room.	Health & Safety	1
	1	Pinxton	Customer has made a comment regarding registry of death changes and implications this has on tenancy terminations.	Housing	1
	1	Out of Area - Staveley	Customer suggested there should be parent and child bays.	Leisure	1
Total comments for January 2026. Split by department					7
Total comments for January 2026.					4
Feb-26	1	Tibshelf	The customer thought it would save time and money and if the Contractors already at the property fitted the new radiator instead of a Council Operative at a later appointment. The customer reported that the Repairs Co-ordinator refused this, but then approved the Contractor's to fit a bathroom light that required replacement.	Dragonfly	1
	1	Shirebrook	Customer has concerns about the cleanliness of the Leisure changing room toilets and feels they need to be cleaned as soon as possible and regularly.	Leisure	1
	1	Bolsover	Customer does not feel that general waste being collected every 2 weeks is sufficient or adequate for a family of 4 with a child who fills the black bin within a couple of days and would like to discuss this with someone.	Street Scene	9

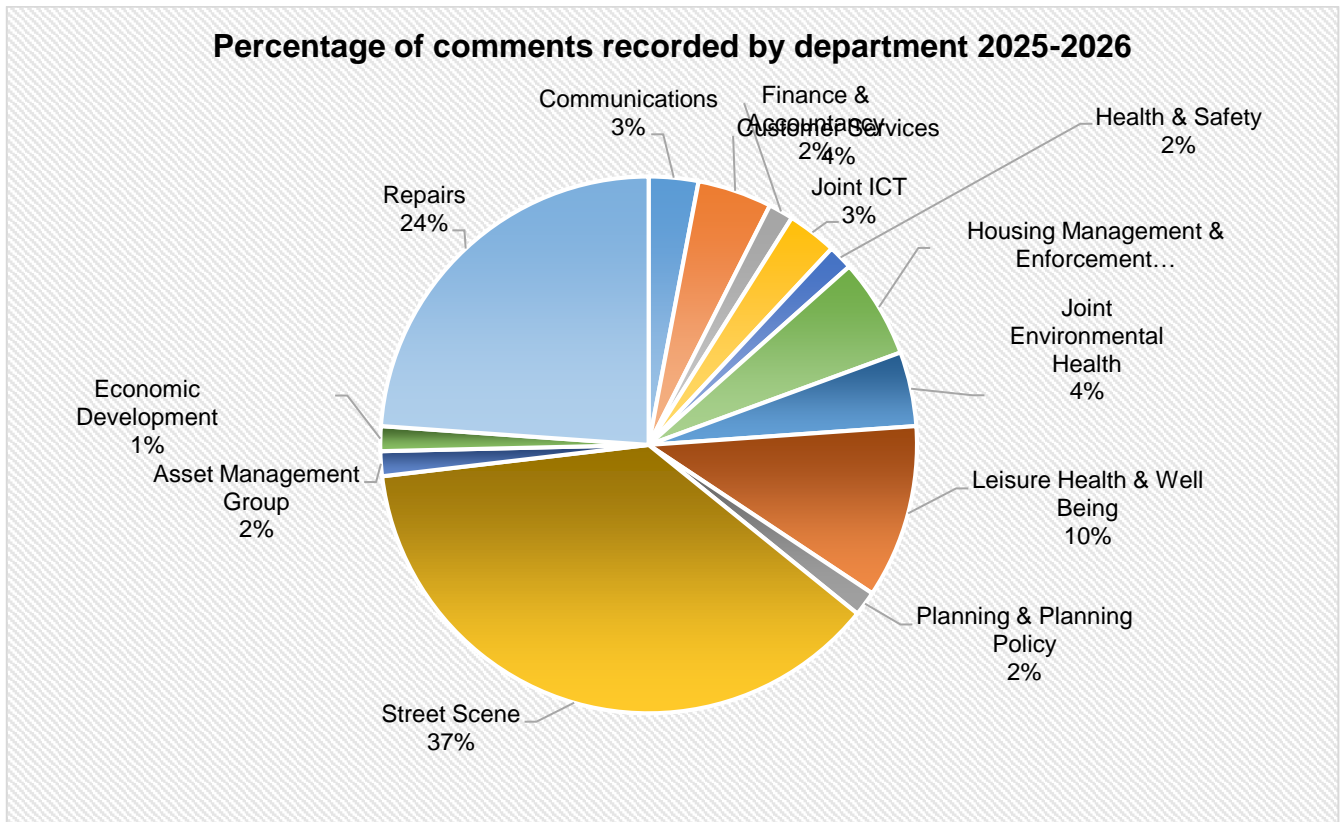
	1	Creswell	Customer has commented that they are not happy that the start date of the food waste collection has not been communicated correctly.	
	1	Doe Lea	Customer has requested clarity regarding the food waste collection bins, including how it aligns with the existing waste management system, guidance for storage, rationale for its introduction, a breakdown of the schemes costs, strategic objectives, statutory requirements, anticipated environmental impact and projected long term cost efficiencies.	
	2	Glapwell	Customer has commented that the start date and size of the new food waste bin should have been included on the leaflet.	
			The customer would like to know where the food waste goes and if it is the same place as the green bin waste.	
	2	Pinxton	The customer has commented that they feel it would have been better for the Council to agree with the supplier of the food waste bins if compostable bags were available for the size of the bin prior to buying. They have searched websites of all manufacturers of compostable bags and so far they have not found any that are suitable. They would like to be informed of a supplier to get them from.	
			Customer has commented that the food waste starting collection date was not advised within the leaflet and needs to be communicated to residents.	
	2	South Normanton	Customer has commented it would have been useful to have the start date of the food waste collections on the leaflet as not everyone has internet access.	

			The customer has a query about what size liner to use for the food waste caddies. They also commented that the lock only engages when the handle is up which restricts where it can be stored.		
Total comments for February 2026. Split by department					11
Total comments for February 2026.					11
Mar-26	1	Blackwell	Customer commented to the Tenant Engagement Officer ' why have the Council not fitted grab rails as standard in wet rooms. They commented this should be fitted as standard on new builds for older persons accommodation so that properties are equipped as and when a tenant's health requires them.	Dragonfly	2
	1	Tibshelf	Customer suggested when replacing kitchens with a particular layout, the Council need to get tenant feedback and consider an alternative 'U' shape layout/relocating the cooker space.		
	1	Creswell	Customer wanted to share comments regarding the fly tipping policy. They can see why there is an ongoing problem with fly tipping and there is an element of apathy in the Council towards fly tipping.	Environmental Health	2
	1	New Houghton	Customer commented on article in the newspaper about fly tipping that no action has been taken on cameras.		
	1	Blackwell	Customer commented to the Tenant Engagement Officer ' why have the Council not fitted grab rails as standard in wet rooms. They commented this should be fitted as standard on new builds for older persons accommodation so that properties are equipped as and when a tenant's health requires them.	Housing	1

	1	Out of Area-Wollaton	The customer has commented on the unfortunate pond drain whilst BDC were carry out works. They suggest there are equal levels in the decision making. Why on earth councils don't engage fully with local organisation who lives and breathe these areas is beyond contemplation, seeing as now there has been a complaint, BDC are now working with the Wildlife Trust to mitigate the impact. They feel it would work better if the right people were involved the first time round.	Planning	1
	2	Clowne	Customer has commented that when the leaflet is reprinted for the food waste caddies it should include the following information: the Caddy is an initiative coming from national government and is to encourage recycling to avoid extra landfill use by vegetable etc waste. It does state that the waste will help generate power which is a good thing that will result from the recycling.	Street Scene	9
			Customer has commented that the Refuse department should offer a 2 monthly option for garden waste collection has they are not able to put their garden waste out every 2 weeks.		
	3	Creswell	Customer wanted to share comments regarding the fly tipping policy. They can see why there is an ongoing problem with fly tipping and there is an element of apathy in the Council towards fly tipping.		

		<p>Customer commented about the lack of information that was presented on the caddy leaflet especially that there was no commencement date. They didn't know when they were going to be emptied so is now presented with a bin that is full of food waste and it is starting to smell. They would like more information if this is going to present itself again.</p>	
		<p>Customer has suggested for the Council to supply residents with indoor food waste caddies.</p>	
1	New Houghton	<p>Customer commented on article in the newspaper about fly tipping that no action has been taken on cameras.</p>	
1	South Normanton	<p>Customer did not want to get any one in trouble. But they wanted to make someone aware that they have observed the bin crew putting the batteries into the back of the wagon and they are concerned about the batteries causing explosions.</p>	
1	Unknown	<p>Customer would like the Council to consider letting the public know when and where chemical spraying was occurring when the GM team are out doing weeding killing. To give them informed choice on if they would like to be not in the area at the time of the spraying.</p>	
1	Whitwell	<p>Customer wanted to let us know that they have safety concerns regarding brown bins not being heavy enough to the stop them from being blown away onto roads when it windy weather. They asked the question if anyone carried out any tests. They think it an accident waiting to happen and the Council should think about it, before it is too late.</p>	
Total comments for March 2026. Split by department			15
Total comments for March 2026.			12

Total comments for Q4 2025-2026. Split by department	33
Total comments for Q4 2025-2026.	27



A - Comments recorded by department 01/04/25 – 31/03/26		
Corporate Resources Directorate	Communications	2
	Customer Services	3
	Finance & Accountancy	1
	Joint ICT	2
	Health & Safety	1
Community Services Directorate	Housing Management & Enforcement	4
	Joint Environmental Health	3
	Leisure Health & Well Being	7
	Planning & Planning Policy	1
	Street Scene	25
Dragonfly Development Ltd	Asset Management Group	1
	Economic Development	1
	Repairs	16

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

Q4 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-26	1	Creswell	Customer has concerns with the Customer Advisors manner during a telephone call.	Customer Services	1
	2	Bolsover	Son has complained regarding the handling of their mother's housing situation and housing repairs required.	Dragonfly	9
			Customer has alleged that a Council Contractor has stolen a sentimental ornament from their property.		
	1	Bramley Vale	Customer is not happy with the communication received regarding ongoing repairs.		
	1	Clowne	Customer has complained that the Council have not enforced blue badge holders using the disabled bays.		
	1	Creswell	Customer is not happy with the way their emergency repair was handled.		
	1	New Houghton	Customer has complained regarding damp in their property and requests to be re-allocated.		
	1	Shirebrook	Customer is not happy with the parking of Dragonfly vehicles on a building site.		
	1	Shuttlewood	Customer has complained regarding their daughter's housing application and mould at their property.		
	1	Unknown	Customer is not happy the ground works and trees work are yet to be completed.		

	2	Bolsover	Customer has complained about an Environmental Health Officer's attitude.	Environmental Health	2
			Customer is dissatisfied the Environmental Health Service have closed their disrepair case.		
	1	Bolsover	Son has complained regarding the handling of their mother's housing situation and housing repairs required.	Housing	5
	1	Creswell	Customer is not happy with the way their emergency repair was handled.		
	1	New Houghton	Customer has complained regarding damp in their property and requests to be re-allocated.		
	1	Shuttlewood	Customer has complained regarding their daughter's housing application and mould at their property.		
	1	Unknown	Customer is not happy with how their housing situation is being handled.		
	1	Clowne	Customer has complained that the Council have not enforced blue badge holders using the disabled bays.	Leisure	4
	3	Unknown	Customer has complained regarding the cleanliness of the pool changing rooms.		
			Customer has complained regarding their gym membership and payments taken.		
			Customer is dissatisfied with the state of the changing rooms on a recent visit to the Arc.		
	1	Pleasley	Customer is dissatisfied with the content of planning documents that were published.	Planning	2

	1	Unknown	Customer is dissatisfied with the content of planning documents that were published.		
	1	Creswell	Customer is not happy with the attitude of a Senior Benefits Officer.	Revenues	3
	1	Shirebrook	Customer is dissatisfied with the actions taken by the Revenues department and their treatment .		
	1	Unknown	Customer is dissatisfied with Business Rate team's communication and enforcement action taken.		
	2	Bolsover	Customers clinical waste collection has been missed on more than one occasion.		
			Customer has complained that the Customer Advisor did not warn them that replacement black bins are smaller.		
	1	Clowne	Customer is not happy with missed bin collections on the rural routes that seem to happen every year.	Street Scene	13
	1	Creswell	Customer bin collection is being missed on a regular basis.		
	1	New Bolsover	Customer is dissatisfied with information received regarding their missed bin.		
	3	Shirebrook	Customer has complained about the conduct of two Refuse Operatives.		
			Customer is not happy that the bindweed and tree have not been removed.		
			Customers bins are being missed on a regular occasion.		
	2	South Normanton	Customer is not happy that the Refuse Crew did not sweep up the rubbish spillage.		

			Customer has complained about the conduct of a Refuse Operative.		
	1	Tibshelf	Customer's bin collection is being missed on a regular basis.		
	1	Unknown	Customer is not happy the ground works and trees work are yet to be completed.		
	1	Whaley Thorns	Customer is dissatisfied their domestic and trade waste collections were missed.		
Total Stage 1 for January 2026. Split by department					39
Total Stage 1 for January 2026.					33
Feb-26	1	Creswell	Customer is dissatisfied with the service received from the Customer Advisor.	Customer Services	1
	1	Langwith Junction	Constituent has complained regarding black mould at their mother's property.	Dragonfly	3
	1	Pinxton	Customer is dissatisfied with the time taken to resolve their repair.		
	1	Tibshelf	Tenant is dissatisfied with recent repairs works and that there are outstanding repairs to be completed.		
	1	Bolsover	Customer is not happy because they are receiving invoices regarding their deceased father.	Finance	2
	1	Out of Area - North Wingfield	Customer is not happy because they are receiving invoices regarding their deceased father.		
	1	Bolsover	Customer is not happy because they are receiving invoices regarding their deceased father.	Housing	4
	1	Out of Area - North Wingfield	Customer is not happy because they are receiving invoices regarding their deceased father.		

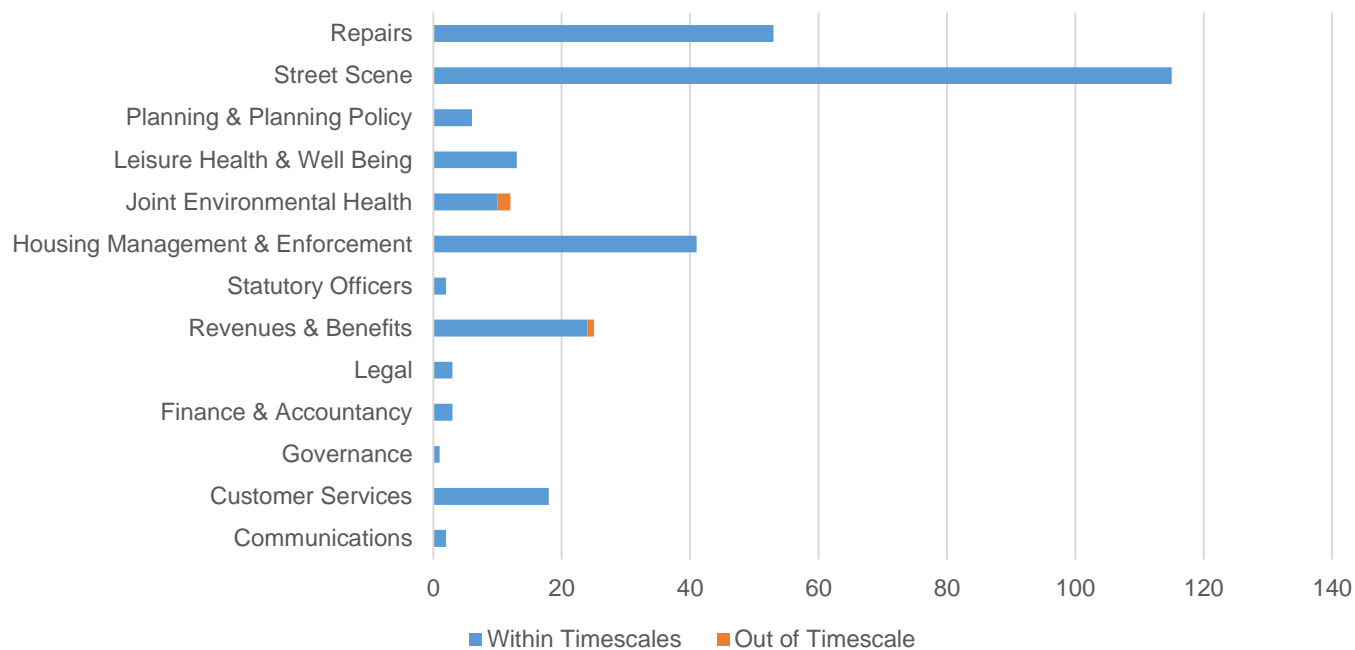
	1	Unknown	Customer has complained regarding their housing application.		
	1	Whitwell	Customer has complained regarding the Income Management Assistant's attitude and approach.		
	1	Unknown	Customer has complained regarding a safety issue during Go! Active's public swim sessions.	Leisure	1
	1	Pinxton	Customer is dissatisfied with the conduct of a Revenues Officer when requesting clarification on information.	Revenues	1
	1	Barlborough	Customer is dissatisfied they cannot have a larger capacity bin.	Street Scene	6
	1	Bolsover	Customer's bin has not been returned to its correct collection point.		
	2	Creswell	Customer is complaining that the Grounds Maintenance team are not taking enough action in regard to a fence.		
			Customer is dissatisfied that their bins have been missed and they have not been given the correct information.		
	1	Langwith Junction	Customers bin has been missed on collection day and on the mop up round.		
	1	Shirebrook	Customer is not happy the Grounds Maintenance team have not contacted them about overgrown trees on a Council property.		
Total Stage 1 for February 2026. Split by department					18
Total Stage 1 for February 2026.					16
Mar-26	1	South Normanton	Customer is not happy that no one had returned their call regarding the missed bin and what is in it to make it contaminated.	Customer Services	1

	1	Blackwell	Customer has complained regarding a tenant recharge following their tenancy termination.	Dragonfly	4
	1	Hilcote	Customer is dissatisfied with the response from the Repairs Co-ordinator and communication regarding the outstanding repairs on their property.		
	1	Pinxton	Customer is complaining on behalf of their son regarding the condition of the property and outstanding repairs.		
	1	Shirebrook	Customer has complained about the quality of repair provided.		
	1	Unknown	Customer has concerns about antisocial behaviour following Extreme Wheel's events.	Leisure	2
	1	Whitwell	Customer has complained regarding the attitude of a Lifeguard.		
	1	Bolsover	Customer feels that a planning development has been non-transparent and communication has been poor and contradictory.	Planning	1
	1	Barlborough	Customer is dissatisfied with an attachment of earning order.	Revenues	3
	1	Doe Lea	Customer is not happy regarding court fees been added to their Council Tax account.		
	1	Langwith	Customer is not happy with way their council tax bill has been handled.		
	1	Barlborough	Customer's bin is not being returned to correct location.	Street Scene	11
	6	Bolsover	Customers bin has been missed numerous times since they moved in. Customers bin has been missed and they are on the assisted list.		

		Customer is not happy that the Grounds maintenance team have not communicated what is happening with the remaining the conifer trees.	
		Customers bin has been missed and they are on the assisted list.	
		Customer is not happy with the conduct of a Refuse Operative.	
		Customer has complained regarding the overgrown communal garden.	
2	Glapwell	Customer is dissatisfied that collection date for food waste was not included in the leaflet.	
		Customer has complained that bins are being left blocking the pavement.	
1	Shuttlewood	Customer's bin has been missed; they are not happy with the conduct of a Refuse Operative.	
1	South Normanton	Customer is not happy that no one had returned their call regarding the missed bin and what is in it to make it contaminated.	
Total Stage 1 for March 2026. Split by department			22
Total Stage 1 for March 2026.			21

Total Stage 1 for Q4 2025-2026. Split by department			79
Total Stage 1 for Q4 2025-2026.			70

Number of Stage 1 Complaints within target by department 2025-2026



Stage 1 Complaints recorded by department 01/04/25 – 31/03/26			Answered Within Timescale	Answered Outside of Timescale
Corporate Resources Directorate	Communications	2	2	0
	Customer Services	18	18	0
	Governance	1	1	0
	Finance & Accountancy	3	3	0
	Legal	3	3	0
	Revenues & Benefits	25	24	1
	Statutory Officers	2	2	0
Community Services Directorate	Housing Management & Enforcement	41	41	0
	Joint Environmental Health	12	10	2
	Leisure Health & Well Being	13	13	0
	Planning & Planning Policy	6	6	0
	Street Scene	115	115	0
Dragonfly Development Ltd	Repairs	53	53	0

Appendix 2 (D) MP Enquiries by Department 01/01/26 – 31/03/26

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

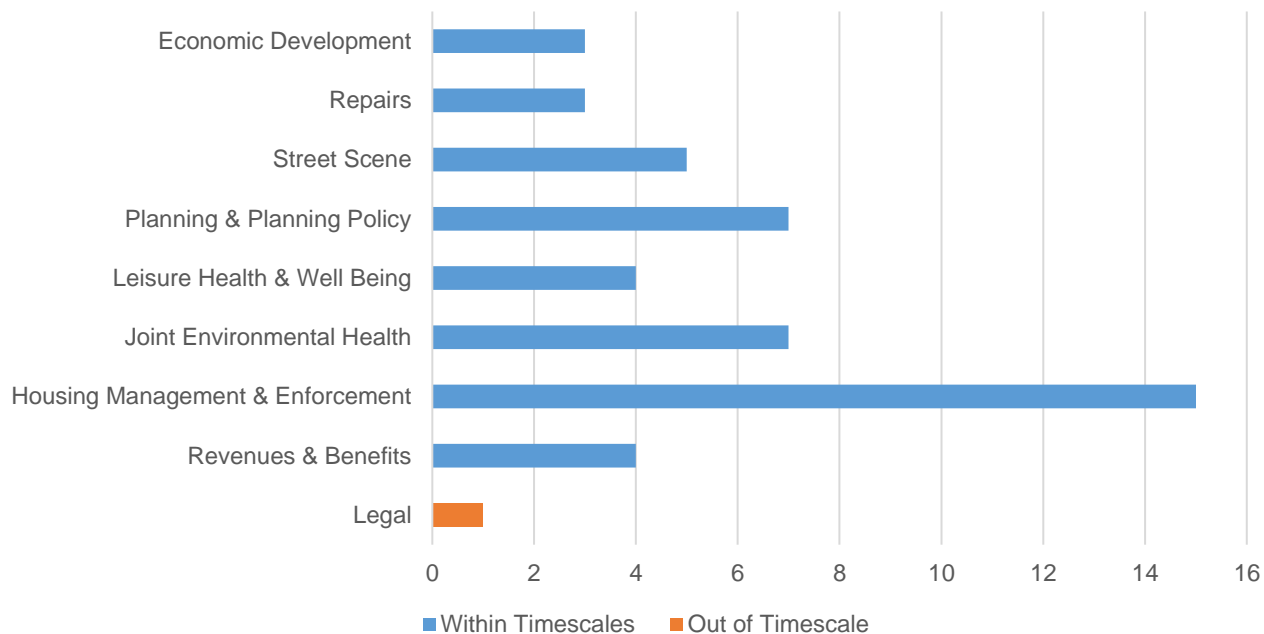
Q4 MP Enquiries 2025/26

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Jan-26	1	Glapwell	Customer is concerned about the amount of dog fouling on their street.	Environmental Health	2
	1	Unknown	General query concerning Disabled Facilities Grant.		
	1	Unknown	Customer has an enquiry regarding a piece of land which is being used by a property to dismantle cars for their business.	Licensing	1
	1	Unknown	Customer has an enquiry regarding a piece of land which is being used by a property to dismantle cars for their business.	Planning	1
	1	Hodthorpe	Customer is not happy with the size of their replacement bin.	Street Scene	1
Total M.P. Enquiries for January 2026. Split by department					5
Total M.P. Enquiries for January 2026.					4
Feb-26	1	Unknown	General query regarding clarification on the first aid requirements for small community events under Martyn's Law and the updated Purple Guide.	Environmental Health	1
	1	Creswell	Customer would like their housing application to be reviewed.	Housing	2
	1	Pinxton	Customer would like their circumstances to be taken fully in to account regarding their Housing application.		
Total M.P. Enquiries for February 2026. Split by department					3
Total M.P. Enquiries for February 2026.					3
Mar-26	1	Out of Area- Mansfield	Customer would like the sluice gate repaired on a local pond.	Business Growth	1
	1	Shuttlewood	Customer would like the council to review the condition of the property and appropriate action to resolve the mould problem.	Dragonfly	1
	1	Bolsover	Customer like their circumstances reconsider in relation to Welfare adaptations	Environmental Health	1

			and council house waiting list.		
	1	Bolsover	Customer like their circumstances reconsider in relation to Welfare adaptations and council house waiting list.	Housing	1
	1	Bolsover	Customer would like the Council to provide information regarding litter picking, antisocial behaviour and community projects.	Leisure	1
	1	Glapwell	Customer would like the Council to review their Council Tax account regarding a rebate dispute.	Revenues	1
	1	Bolsover	Customer would like the Council to provide information regarding litter picking, antisocial behaviour and community projects.	Street Scene	1
Total M.P. Enquiries for March 2026. Split by department					7
Total M.P. Enquiries for March 2026.					5

Total M.P. Enquiries for Q4 2025-2026. Split by department					15
Total M.P. Enquiries for Q4 2025-2026.					12

Number of M.P. enquiries within target by department 2024-2025



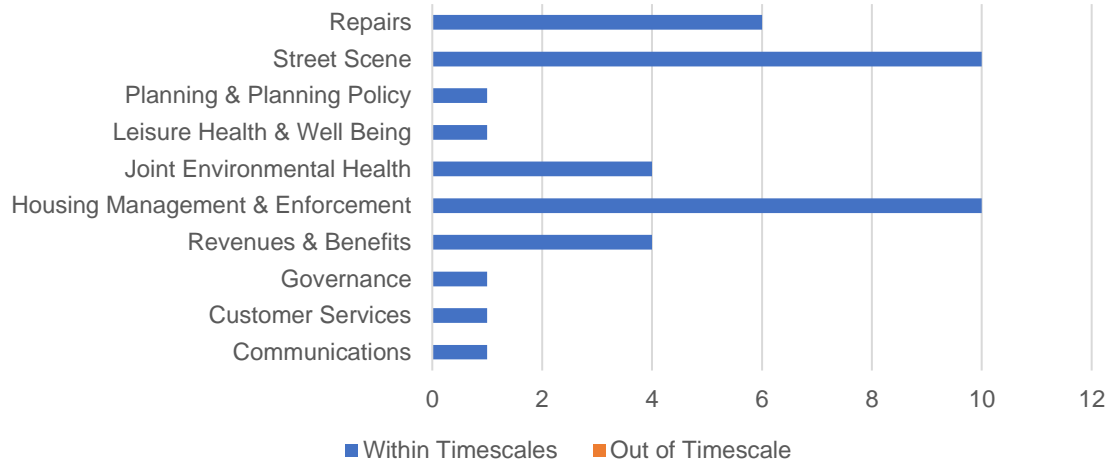
M.P. Enquiries recorded by department 01/04/25 – 31/03/26			Answered Within Timescale	Answered Outside of Timescale
Corporate Resources Directorate	Legal	2	0	1
	Revenues & Benefits	4	4	0
Community Services Directorate	Housing Management & Enforcement	15	15	0
	Joint Environmental Health	7	7	0
	Leisure Health & Well Being	4	4	0
	Planning & Planning Policy	7	7	0
	Street Scene	5	5	0
	Repairs	3	3	0
	Economic Development	3	3	0

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

Q4 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-26	1	Pleasley	The customer has escalated their complaint regarding the content of planning documents that were published.	Planning	1
	1	Creswell	Customer has escalated their complaint regarding the attitude of a Senior Benefits Officer.	Revenues	1
	1	Bolsover	Customer has escalated their complaint regarding the Customer Advisor not warning them that replacement black bins are smaller.	Street Scene	2
	1	Hodthorpe	Customer has escalated their complaint regarding the way the Refuse Crew are returning their bins.		
Total Stage 2 for January 2026. Split by department					4
Total Stage 2 for January 2026.					4
Feb-26	2	Bolsover	Customer remains dissatisfied with the stage 1 response and feels it fails to adequately address key factual inaccuracies, policy contradictions, safeguarding considerations and risk impacts associated with their mother's age, health and vulnerability.	Dragonfly	3
			Customer remains dissatisfied with the stage 1 response and the Council's Contractor.		
	1	Shuttlewood	Customer is unhappy with the damp and mould in their daughter's property and the repairs and would like their housing application to be reconsidered.		

	1	Bolsover	Customer remains dissatisfied with the stage 1 response and feels it fails to adequately address key factual inaccuracies, policy contradictions, safeguarding considerations and risk impacts associated with their mother's age, health and vulnerability.	Housing	2
	1	Shuttlewood	Customer is unhappy with the damp and mould in their daughter's property and the repairs and would like their housing application to be reconsidered.		
	1	Shirebrook	Customer is dissatisfied with the information given in the stage 1 response and the Council's recollection of events.	Revenues	1
	1	Barlborough	Customer remains dissatisfied that they cannot have a larger capacity bin and that the Waste and Recycling Manager is unable to apply discretion to change the policy.	Street Scene	1
Total Stage 2 for February 2026. Split by department					7
Total Stage 2 for February 2026.					5
Mar-26	1	Pinxton	Customer remains not happy with the stage 1 response and the Officer's conduct.	Revenues	1
Total Stage 2 for March 2026. Split by department					1
Total Stage 2 for March 2026.					1
Total Stage 2 for Q4 2025-2026. Split by department					12
Total Stage 2 for Q4 2025-2026.					10

**Number of Stage 2 Complaints within target by department
2025-2026**



A - Stage 2 Complaints recorded by department 01/04/25 – 31/03/26			Answered Within Timescale	Answered Outside of Timescale
Corporate Resources Directorate	Communications	1	1	0
	Customer Services	1	1	0
	Governance	1	1	0
	Revenues & Benefits	4	4	0
Community Services Directorate	Housing Management & Enforcement	10	10	0
	Joint Environmental Health	4	4	0
	Leisure Health & Well Being	1	1	0
	Planning & Planning Policy	1	1	0
	Street Scene	10	10	0
Dragonfly Development Ltd	Repairs	6	6	0

Appendix

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

Q4 Ombudsman Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Ombudsman for January 2026. Split by department					0
Total Ombudsman for January 2026.					0
Feb-26	1	Out of Area - Doncaster	Customer has complained regarding their housing application banding appeal being rejected.	Housing	1
Total Ombudsman for February 2026. Split by department					1
Total Ombudsman for February 2026.					1
Mar-26	1	Langwith	Customer has complained regarding homelessness decision and information requested.	Housing	1
Total Ombudsman for March 2026. Split by department					1
Total Ombudsman for March 2026.					1

Total Ombudsman for Q4 2025-2026. Split by department					2
Total Ombudsman for Q4 2025-2026.					2

F – Ombudsman’s Summary 01/04/25 – 31/03/26	Ombudsman	Date Received	Departments Involved	Date Decision Letter Received	Ombudsman Decision
Customer has complained regarding their housing application banding appeal being rejected.	LGSCO	27/02/2026	Housing	N/A – not yet received	
Customer has complained regarding their homelessness decision and information requested.	LGSCO	02/02/26	Housing	N/A – not yet received	

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman

Code Provision	Code Requirement	Commentary / Observations	Recommendations	Revisions
1.3	<p>A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.</p>	<p>Points 3.2 & 4.7 of Bolsover District Council's complaints policy explains that residents do not have to use the word 'complaint' for it to be treated as such, any residents that express a dissatisfaction will be given a choice to make a complaint, and a complaint can be submitted via a third-party and it will be handled in line with the complaints policy.</p> <p>The landlord's complaints policy under 3.7 states, <i>"We reserve the right to deal with service requests initially before they are reported as complaints. Where a complaint is made following a service request the individual will be asked if they wish to then make a complaint"</i> does not fully align with this Code provision which confirms <i>"Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint."</i></p> <p>The landlord should consider amending 3.7 in the complaints policy to make it clearer that a resident will be given the choice to</p>	<p>Bolsover District Council should review its complaints policy to ensure it is clear that a resident will be given the choice to make a complaint when they express dissatisfaction.</p>	<p>Additions to 3.7:</p> <p><i>"A customer does not have to use the word 'complaint' for it to be treated as such and when expressing dissatisfaction with a council service will be given a choice to make a complaint. Customers are encouraged to get in touch with the Customer Services department who handle initial requests."</i></p> <p><i>"The Council will look to treat an initial request from a customer to put something right as a service request. For example, fly tipping, housing repairs, missed waste collections."</i></p> <p><i>"any customers who express dissatisfaction will</i></p>

make a complaint when they express dissatisfaction, as already supported in other areas of its policy.

be given the choice to make a complaint.”

Edits made to 4.8, out of scope point 8 to clarify examples of service requests.

1.5

A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.

Point 3.7 of Bolsover District Council's complaints policy explains that the landlord reserves the right to deal with service requests initially before it can be reported as a complaint. Where a dissatisfaction is made following a service request, the resident will be asked if they wish to make a complaint. The landlord's complaints policy should be clearer that a complaint can be raised at any time when a resident expresses dissatisfaction with the response to their service request, even if the service request is ongoing. It should also be clear that any complaint raised will not stall or impact on actions (the service request) needed to address the immediate issues.

Bolsover District Council should review its complaints policy to ensure it is clear that a complaint can be raised at any time when a resident expresses dissatisfaction with the response to their service request, even if the service request is ongoing.

Bolsover District Council should review its complaints policy to ensure it is clear that any complaint raised will not stall or impact on actions (the service request) needed to address the immediate issues.

Additions to 3.7:

“Customers who are unhappy with how their service request is progressing can make a complaint at any time, without waiting for the issue to be resolved”

“Filing a complaint will not interrupt or slow down our handling of your service requests. We will continue to address urgent matters promptly, no matter if you have made a complaint.”

2.2

A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:

- The issue giving rise to the complaint occurred over twelve months ago.
- Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.
- Matters that have previously been considered under the complaints policy.

Point 4.8 of Bolsover District Council's complaints policy lists the reasons a complaint may not be accepted through the complaint process.

Some of the exclusions are not considered fair and reasonable and the Council should consider the following when reviewing its exclusions:

The complaints policy should be clear that a complaint about the Council's decision or a rule of law it is applying will be accepted unless there is an alternative appeals process (such as the First Tier Tribunal for example). Often, a complaint is the best route for a resident to challenge a decision or whether a policy has been followed correctly so that this can be investigated and confirmed to the resident.

Complaints that include a named Officer should be investigated within the complaints process and additionally via its Human Resources department (HR) if necessary. The landlord may wish

Bolsover District Council should review its complaints policy to ensure the exclusions are fair and reasonable.

Alterations to 4.8:

Edits made to out of scope points 3, 4, 6 to confirm application when appeal routes or challenges are available outside the complaints process.

Removed out of scope point 11. Moved to 4.10 under 'Responses'.

to add that the outcome of any HR involvement will not be shared with the resident.

2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Point 4.8 of Bolsover District Council's complaints policy explains that complaints must be accepted unless there are valid reasons not to do so. If the landlord decides to not accept a complaint, it will provide the resident with its reasoning. Each case is considered on its own merits. The landlord's complaints policy is not clear that if the landlord decides not to accept a complaint, the resident will be informed of their right to take the decision to the Ombudsman	Bolsover District Council should review its complaints policy to ensure it is clear that if the landlord decides not to accept a complaint, the resident will be informed of their right to take the decision to the Ombudsman.	Addition to 4.8: <i>“Should the Council decide not to accept a complaint, the complainant will be informed of their right to take this decision to the Ombudsman. Details of which will be provided within any out of scope correspondence.”</i>
5.8	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Bolsover District Council's complaints policy is not clear that when a complaint response for stage 1 and/or stage 2 complaints will fall outside of the extended timescales outlined in the Code, the landlord will agree suitable intervals with the resident for being updated on their complaint. The landlord's self-assessment references point 4.9 of its complaints policy as	Bolsover District Council should review its complaints policy to ensure it is clear that when a complaint response for stage 1 and/or stage 2 complaints will fall outside of the extended timescales outlined in the Code, the landlord	Addition to 4.9: <i>“The complainant will be informed of the expected timescale for a full response and suitable intervals will be agreed with the complainant for being updated on the complaint.”</i>

evidence for this provision, but the wording does not meet this provision.

will agree suitable intervals with the resident for being updated on their complaint.

6.4 Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.

Point 4.9 of Bolsover District Council's complaints policy explains that if an extension to the stage 1 complaint response is required, it must be no longer than 10 working days without good reason and the landlord will provide the resident with an explanation of the rationale for the extension decision. The landlord's complaints policy should be clearer that the landlord will inform the resident following any stage 1 complaint extension of the expected timescale for a full response.

Bolsover District Council should review its complaints policy to ensure it is clear that the landlord will inform the resident following any stage 1 complaint extension of the expected timescale for a full response.

Addition to 4.9:
"The complainant will be informed of the expected timescale for a full response and suitable intervals will be agreed with the complainant for being updated on the complaint."

6.10 If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.

Point 4.10 of Bolsover District Council's complaints policy explains that a stage 1 complaint response will outline to the resident how they can escalate their complaint to stage 2 if the complaint has not been resolved to the resident's satisfaction. The landlord's complaint policy should be clearer that a complaint will progress

Bolsover District Council should review its complaints policy to ensure it is clear that a complaint will progress directly to stage 2 if the resident remains unhappy with the stage 1 complaint response.

Addition to 4.9:
"If a customer remains unhappy with the investigation and/or the response the complaint will progress directly to Stage 2."

directly to stage 2 if the resident remains unhappy with the stage 1 complaint response.

6.12

Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.

Bolsover District Council's self-assessment explains that this is stated in its complaint's procedure. There is nothing in the complaints policy that meets the requirements of this provision. The landlord should ensure this information is included in its complaints policy as well as its complaint procedure.

Bolsover District Council should review its complaints policy to ensure it explains that residents are not required to provide their reasons for requesting their complaint to be escalated to stage 2.

Addition to 4.9:

“Residents are not required to provide reasons for requesting their complaint to be escalated to Stage 2. However, the Council may seek additional clarification from the customer to ensure that all concerns are understood and can be investigated thoroughly.”