

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 27th July 2026

**Compliments, Comments and Complaints (CCC) Policy –
Housing Ombudsman Review**

Report of the Portfolio Holder for Partnerships, Health & Wellbeing

Classification	This report is Public
Contact Officer	Customer Service, Standards & Complaints Manager
Is this a Key Decision?	Yes ☐ No ☒

PURPOSE/SUMMARY OF REPORT

For Executive to approve the CCC Policy changes following recommendations by the Housing Ombudsman.

REPORT DETAILS

1. Background

- 1.1 In early 2026, the Housing Ombudsman carried out a review of all Local Authority Complaint Policies. On 19th March 2026, the Housing Ombudsman reviewed Bolsover District Council's Complaints Policy and made several recommendations for change.

2. Details of Proposal or Information

- 2.1 Following the Housing Ombudsman's review of the Council's CCC Policy, the Complaints Team have made several changes to the Policy in line with recommendations. Policy changes are noted within Appendix 1.
- 2.2 These changes have been reviewed and recommended by the Customer Services Scrutiny Committee on 15th June 2026.

3. Reasons for Recommendation

- 3.1 To approve the changes made to the CCC Policy in line with the Housing Ombudsman's recommendations.

4. Alternative Options and Reasons for Rejection

- 4.1 The proposed changes support compliance with the Housing Ombudsman Complaint Handling Code and are considered best practice for effective complaint handling.

RECOMMENDATION(S)

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

Approved by Councillor Mary Dooley, Portfolio Holder for Health and Wellbeing

IMPLICATIONS

A. Finance and Risk	Yes ☒ No ☐
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 and Social Care Ombudsman and Housing Ombudsman if complaints are not handled appropriately. In cases of maladministration, financial penalties can be imposed by the Ombudsman.	
On behalf of the Section Officer	

B. Legal (including Data Protection)	Yes ☒ No ☐
Details: The Council is at risk of recommendations or decisions by the Local Government Ombudsman and Social Care Ombudsman and Housing Ombudsman. 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	

C. Staffing	Yes ☐ No ☒
Details: There are no staffing implications contained within this report.	
On behalf of the Head of Paid Service	

D. Local Government Reorganisation (LGR)	Yes ☐ No ☒
<i>Please identify (if applicable) how you have considered LGR impact in relation to this item.</i>	
Details: not applicable as Local Authorities will adhere to and consider HO or LGSCO guidance and recommendations.	

E. Environment	Yes ☐ No ☒
<i>Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.</i>	
Details: There are no areas contained within this report.	

F. Equality and Diversity	Yes ☐ No ☒
Have you considered equality impacts in relation to the topic of this report?	Yes ☒ No ☐

If this is a new or refresh of a policy, guidance or plan, have you carried out an EIA? Details: There are no equality and diversity impact and consultation implications contained within this report.	Yes ☒ No ☐
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DECISION INFORMATION

G. 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 below thresholds: -	

☒ If the decision is a key decision, please indicate which threshold applies: 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. 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) ☐ (a) ☐ (b) ☐
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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 which wards are affected or tick All if all wards are affected.	All ☐ Wards:
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<i>All key decisions are subject to Scrutiny call-in unless the call-in period is to be waived, however, exemption from call-in is only with the agreement of the Monitoring Officer.</i> Is this Key Decision subject to Scrutiny Call-In? (leave blank if not a key decision) If No, has the Monitoring Officer agreed?	Yes ☐ No ☐ Yes ☐
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Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i> Leader ☐ Deputy Leader ☐ Executive ☐ SLT ☐ Relevant Service Manager ☒ Members ☒ Public ☐ Other ☒ Details: - Customer Services Scrutiny Committee	Yes ☒ No ☐
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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 customers
Promoting equality and diversity and supporting vulnerable and disadvantaged people

DOCUMENT INFORMATION

Appendix No	Title
1	Housing Ombudsman Policy Review
2	Changes made to Compliments, Comments and Complaints Policy.

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