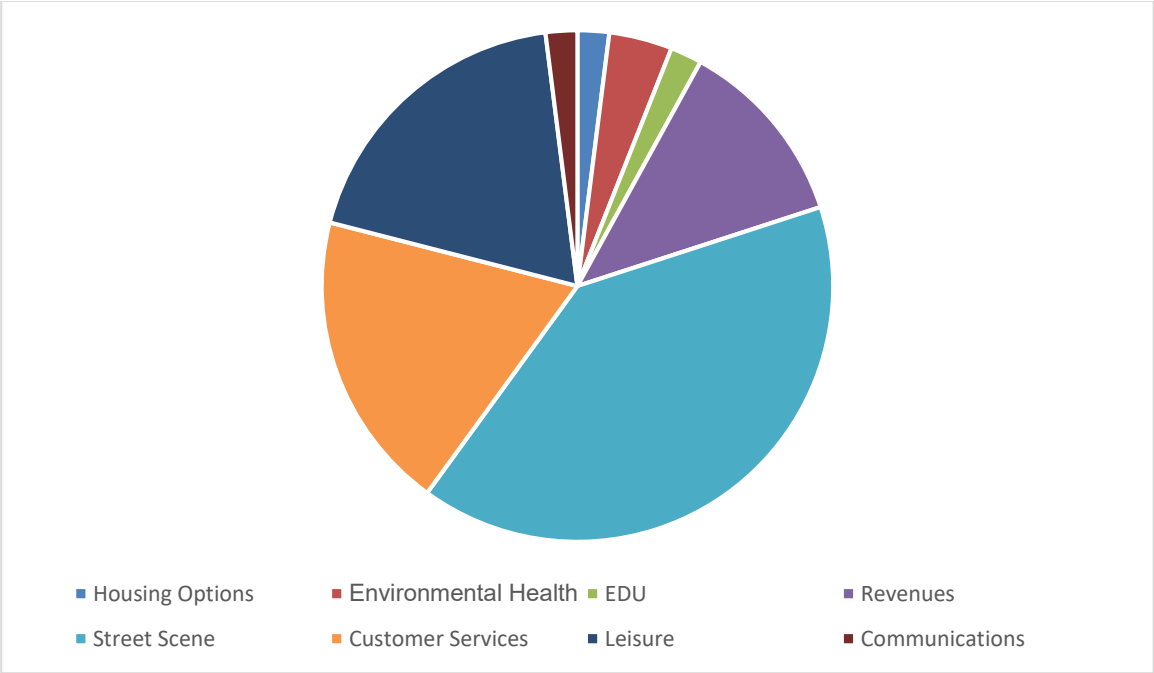


Appendix 2

Due to Directorates not changing to People and Place until March 2018, figures are showing as the Directorates that were in place during 2017 / 2018

<b>A- Compliments 01/04/17 – 31/3/18</b>		<b>Number</b>	<b>Percentage of all compliments received</b>
<b>Growth</b>	Partnership Team	0	0
	Housing Options	2	2%
	Planning	0	0
	Environmental Health	5	4%
	Legal, Governance & Elections	0	0
	Economic Development	2	2%
<b>Operations</b>			
<b>Operations</b>	Audit	0	0
	Community Safety	0	0
	Property & Estates	0	0
	Finance	0	0
	Revenues & Benefits	15	12%
	Street Scene Services	49	40%
<b>Transformation</b>			
<b>Transformation</b>	Customer Service	23	19%
	HR & Payroll	0	0
	Leisure	23	19%
	Improvement Team	0	0
	Communications	3	2%
	Health & Safety	0	0
<b>Total</b>		<b>122</b>	<b>100%</b>

# Compliments

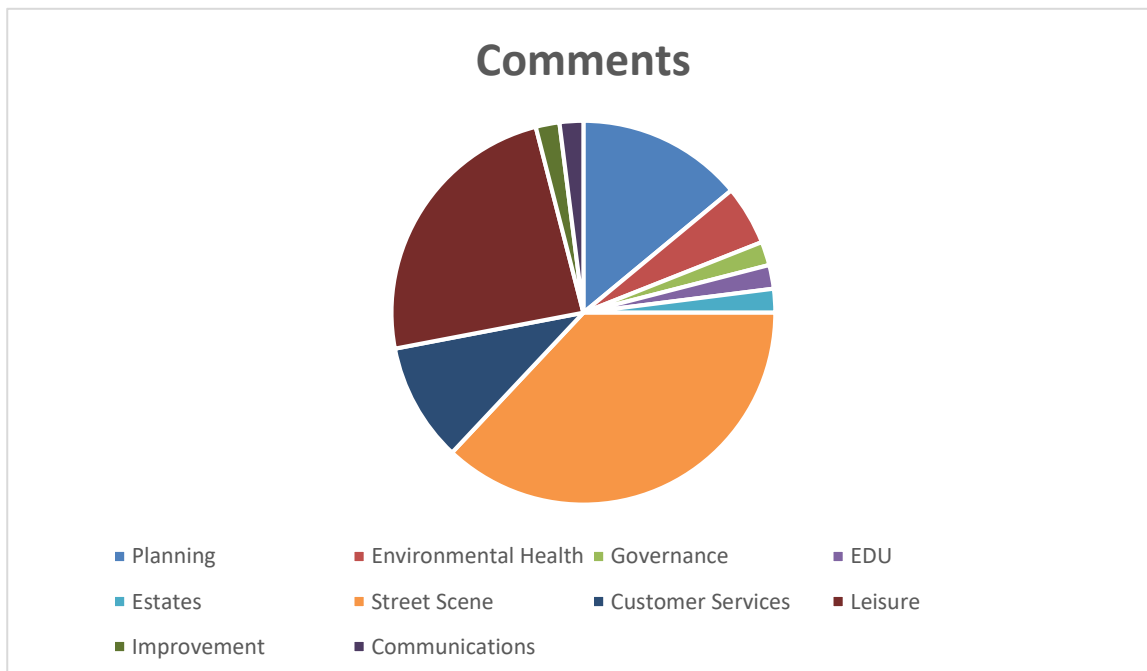


## Compliments 01/04/17 – 31/3/18 by department

Compliments included:

Praise for bin men who stopped and helped to drag a gentleman's van out of the now near Ashover and for cutting back overhanging bushes.	Street Scene Services
Customers praising staff for their helpfulness when dealing with their enquiries / service requests. One lady who had just re-located to the NEDDC area thanked staff for offering a wealth of information about all the amenities available within the NEDDC area.	Customer Services
A gentleman who suffers with Dyslexia wanted to thank staff for all their help with his Council Tax during 2017.	Revenues & Benefits
Thanks had been received by customers who praised the team for dealing with dog fouling issues and for the pest control team for providing a good service.	Environmental Health
Customers wanted to thank the Street Scene department for their reliable and efficient service when emptying the bins and clearing leaves off the pavement.	Street Scene Services
Leisure team received praise for the newly refurbished Eckington Leisure Centre and the facilities offered at all the sports centres, offering good value for money classes.	Leisure
A very satisfied taxi driver wanted to pass on a massive thank you to a member of the team after having issues whilst trying to plate his private hire vehicle for all the help that was given to him.	Environmental Health
Thanks from grateful customers for all the help and guidance they have given them.	Housing Options
Customers complimented the staff for their kindness and helpfulness when dealing with their queries, missed bins and for their help with the re-issue of their gold cards.	Customer Services
Grateful residents wanted to thank the team for their help when dealing with their Housing Benefit and Council Tax queries.	Revenues
A customer wanted to pass on their thanks from an appreciative family whose children had been taught to swim.	Leisure

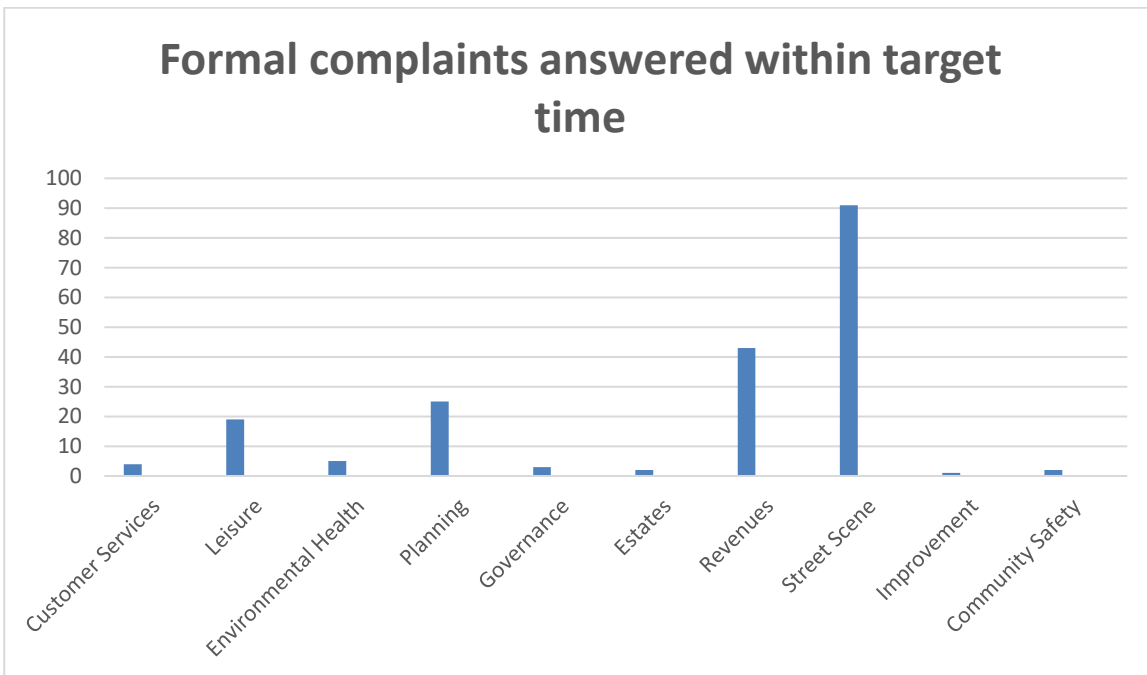
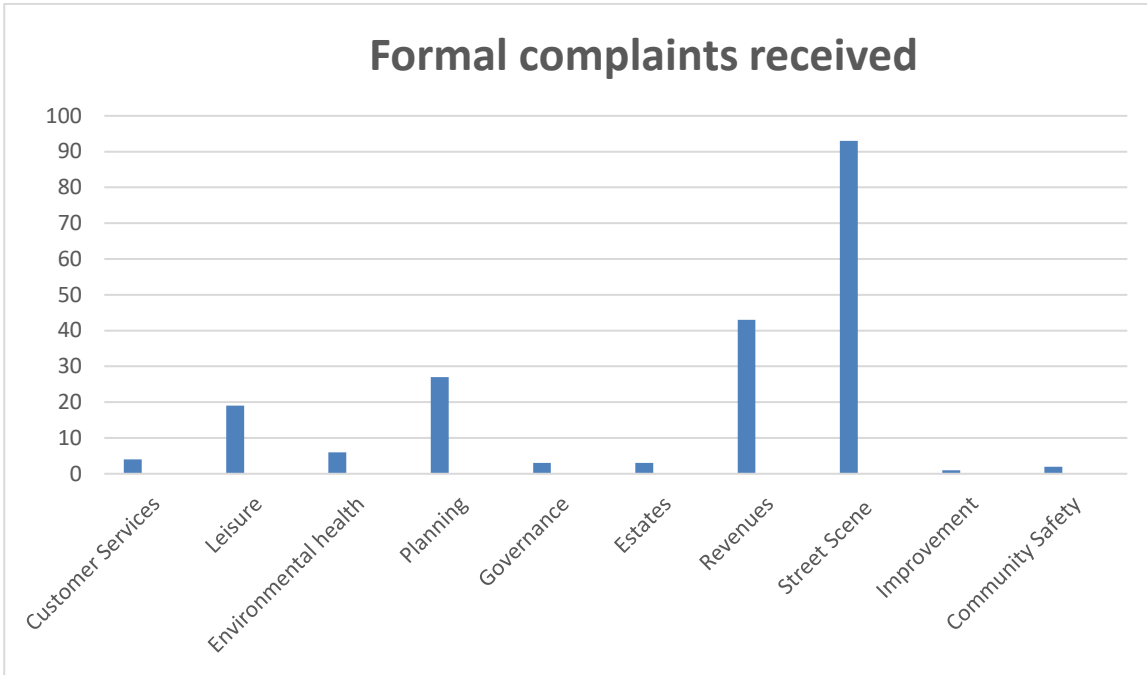
<b>B - Comments by department 01/04/17 – 31/3/18</b>		<b>Number</b>	<b>Percentage of all comments received</b>
<b>Growth</b>	Partnership Team		
	Housing Options		
	Planning	6	14
	Environmental Health	2	5
	Legal, Governance & Elections	1	2
	Economic Development	1	2
<b>Operations</b>	Audit		
	Community Safety		
	Property & Estates	1	2
	Finance		
	Revenues & Benefits		
	Street Scene Services	16	37
<b>Transformation</b>	Customer Service	4	10
	HR & Payroll		
	Leisure	10	24
	Improvement Team	1	2
	Communications	1	2
	Health & Safety		
<b>Total</b>		<b>43</b>	<b>100%</b>



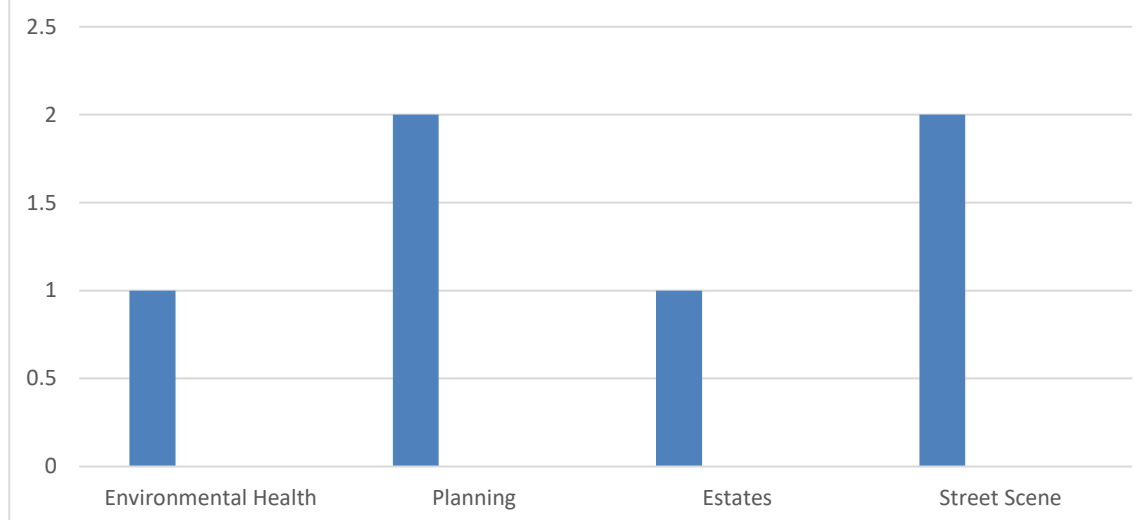
<b>C – Number of 3 day verbal complaints(Stage 1) complaints 01/04/17 – 31/3/18</b>		<b>Number</b>	<b>Percentage within timescale of 3 working days</b>
<b>Growth</b>	Partnership Team	0	N/A
	Housing Options	0	N/A
	Planning	0	N/A
	Environmental Health	0	N/A
	Legal, Governance & Elections	0	N/A
	Economic Development	0	N/A
<b>Operations</b>	Audit	0	N/A
	Community Safety	0	N/A
	Property & Estates	0	N/A
	Finance	0	N/A
	Revenues & Benefits	0	N/A
	Street Scene Services	0	N/A
<b>Transformation</b>	Customer Service	0	N/A
	HR & Payroll	0	N/A
	Leisure	0	N/A
	Improvement Team	0	N/A
	Health & Safety	0	N/A
<b>Total</b>		<b>0</b>	<b>100%</b>

<b>D – Number of Formal Investigation (Stage 2) complaints 01/04/17 – 31/3/18</b>		<b>Number</b>	<b>Within timescale of 15 working days</b>	<b>Out of timescale</b>
<b>Growth</b>	Partnership Team	0	0	0
	Housing Options	0	0	0
	Planning	27	25	2
	Environmental Health	6	5	1
	Legal, Governance & Elections	3	3	0
	Economic Development	0	0	0
<b>Operations</b>	Audit	0	0	0
	Community Safety	2	2	0
	Property & Estates	3	2	1
	Finance	0	0	0
	Revenues & Benefits	43	43	0
	Street Scene Services	93	91	2

<b>Transformation</b>	Customer Service	4	4	0
	HR & Payroll	0	0	0
	Leisure	19	19	0
	Improvement Team	1	1	0
	Health & Safety	0	0	0
<b>Total</b>		<b>201</b>	<b>195</b>	<b>6</b>

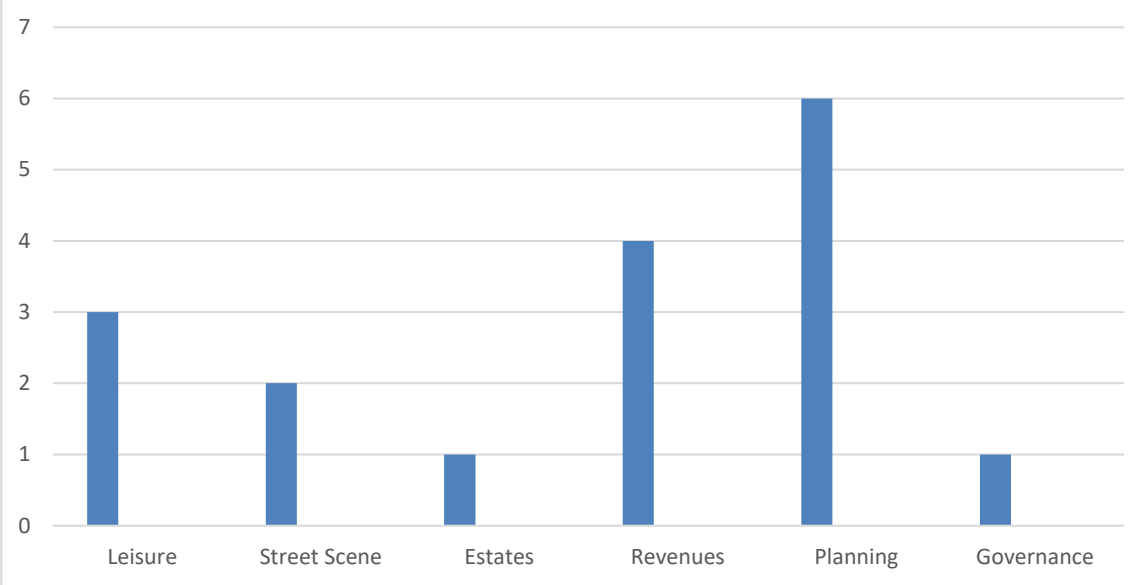


## Formal complaints answered out of timescale

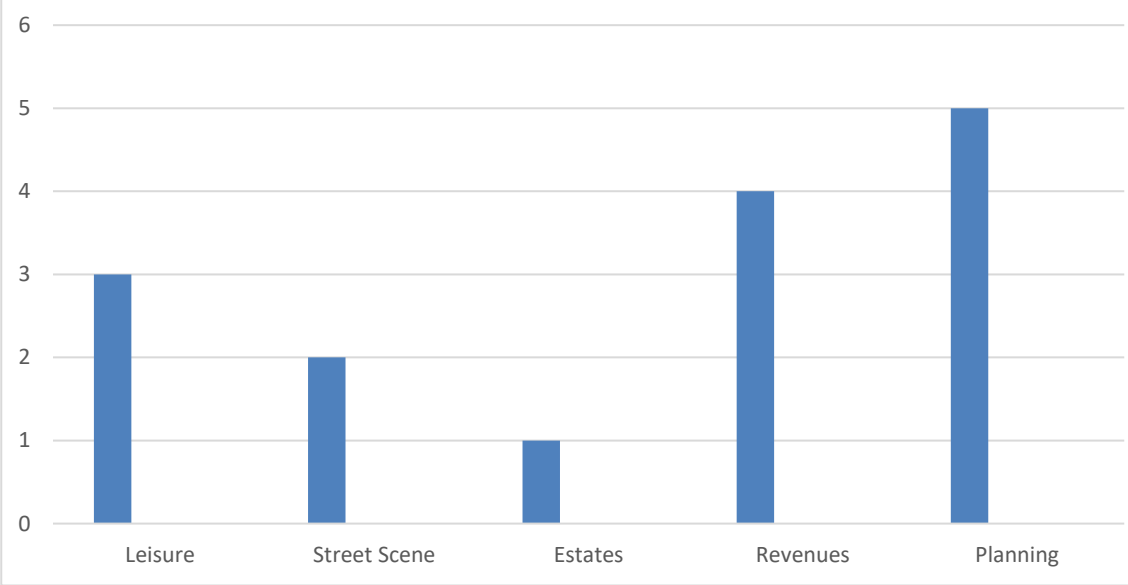


<b>E – Number of Internal Review (S3) complaints 01/04/17 – 31/3/18</b>		<b>Number</b>	<b>Within timescale of 20 working days</b>	<b>Out of timescale</b>
<b>Growth</b>	Partnership Team	0	0	0
	Housing Options	0	0	0
	Planning	6	5	1
	Environmental Health	0	0	0
	Legal, Governance & Elections	1	0	1
	Economic Development	0	0	0
<b>Operations</b>	Audit	0	0	0
	Community Safety	0	0	0
	Property & Estates	1	1	0
	Finance	0	0	0
	Revenues & Benefits	4	4	0
	Street Scene Services	2	2	0
<b>Transformation</b>	Customer Service	0	0	0
	HR & Payroll	0	0	0
	Leisure	3	3	0
	Improvement Team	0	0	0
	Health & Safety	0	0	0
<b>Total</b>		<b>17</b>	<b>15</b>	<b>2</b>

### Internal Reviews received (appeals)

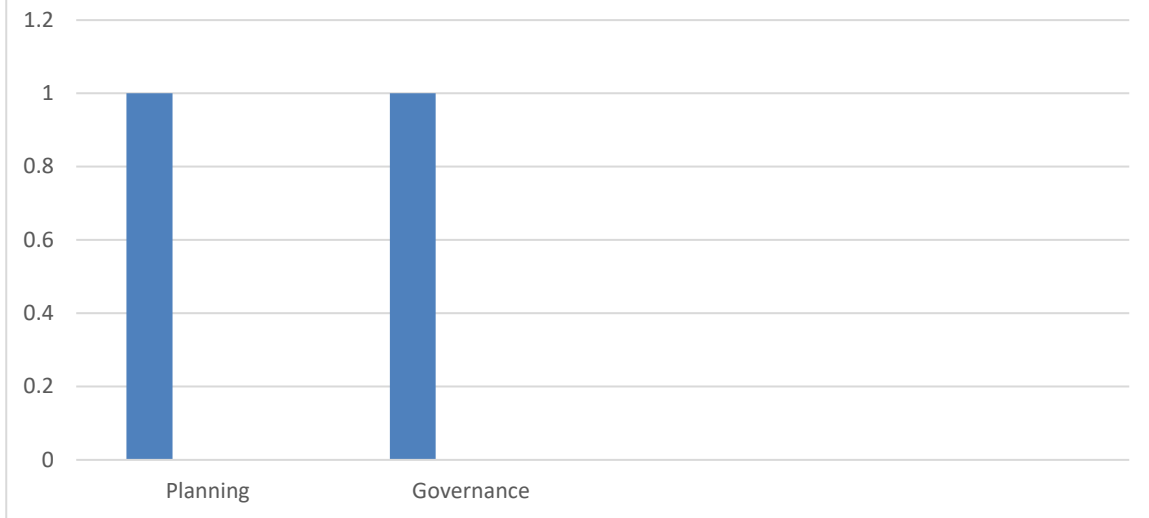


### Internal Reviews answered within timescale





## Internal Reviews answered outside of timescale



Appendix 2

Due to Directorates not changing to People and Place until March 2018, figures are showing as the Directorates that were in place during 2017 / 2018

Date Received From (LGO)	F – Local Government Ombudsman’s (LGO) - Summary	Departments Involved	Date Decision Letter Received	Ombudsman Decision
09.05.17	(*LGO) – Customer not happy with regards to ASB decision.	Community Safety	11.05.17	The Ombudsman is not investigating due to the complaint being out of scope of the Corporate Complaints Policy.
17.08.17	(*LGO) - Customer concerned about planning permission	Planning	23.08.17	The Ombudsman is not investigating due to this being a premature complaint. This has been referred back for local resolution in the first instance.
03.10.17	(*LGO) – Customer raised concerns that the Council has not investigated their complaint about a Parish Councillor. Concerns that that Councillors do not have to provide personal information when taking up office; and that they are exempt from freedom of information law.	Governance	03.10.17	The Ombudsman will not investigate this complaint as other bodies are best placed to deal with the customers complaint and they cannot achieve the outcomes
21.11.17	(*LGO) – Customer raising a complaint with regards to a planning application that had been approved near to their property.	Planning	19.12.17	The Ombudsman cannot find any fault causing any Injustice to the customer caused by the Council

27.11.17	(*LGO) – Customer raising a complaint with regards to a planning application that had been approved near to their property.	Planning	19.12.17	The Ombudsman cannot find any fault causing any Injustice to the customer caused by the Council
29.01.18	(*LGO) – Customer complained about the Council's attitude about a missed waste bin collection.	Street Scene	01.03.18	The Ombudsman will not investigate this complaint because there is insufficient evidence of any significant injustice arising from the Council's actions.
20.03.18	(*LGO) – Customer complained that the Council failed to confirm the correct position of a boundary next to their property during an outline planning application process. The customer thought the new boundary is much closer to their property than they was led to believe by the Council.	Planning	10.07.18	The Ombudsman decision was that there was no fault by the Council in its processing and decision on an outline planning permission for a proposed development site. The Council confirmed in its report to the Planning Committee the documents Members should rely on when determining the application, including the map showing the boundary nearest to the customer's property.