

# NEDDC Complaints Procedure Consultation 2025

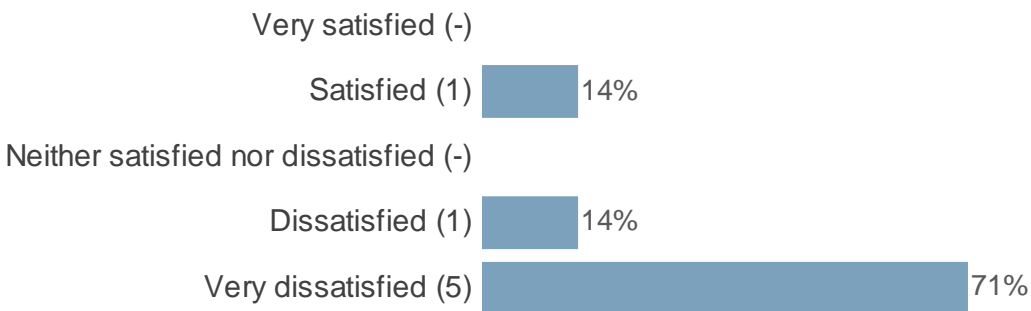
This report was generated on 28/01/26, giving the results for 19 respondents. A filter of 'All Respondents' has been applied to the data.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

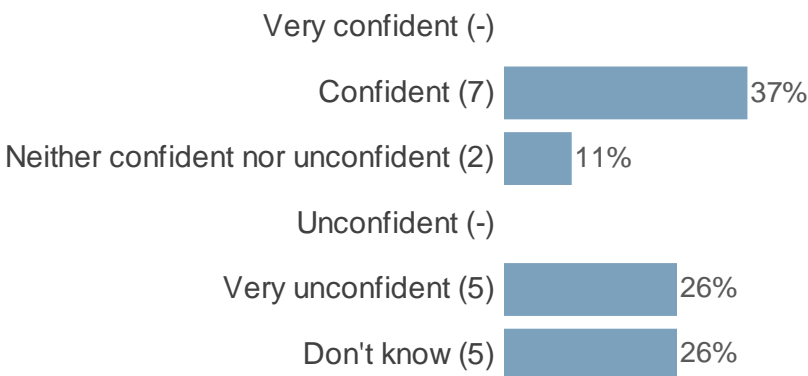
**Have you ever submitted a formal complaint to the Council?** (Please select one answer only)



**If 'Yes', how satisfied were you with the overall experience?** (Please select one answer only)

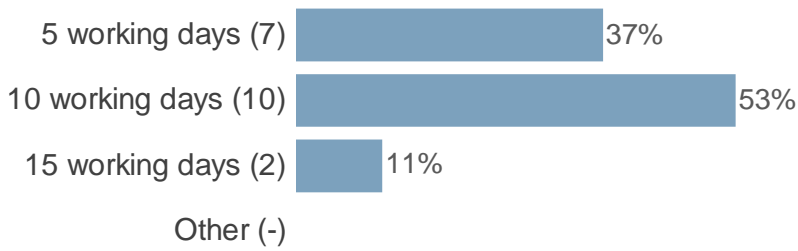


**How confident are you that your complaint will / would be handled fairly and impartially?** (Please select one answer only)

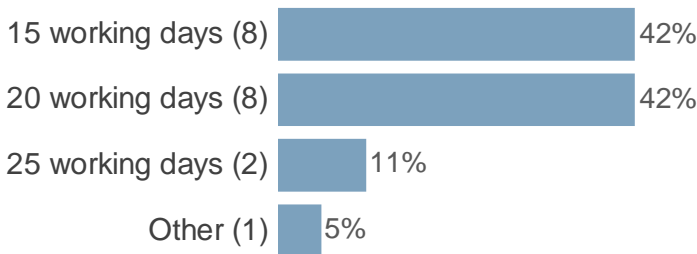


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**When submitting a Formal Complaint to the Council, what do you consider to be a reasonable timeframe to receive a full response?** (Please select one answer only)



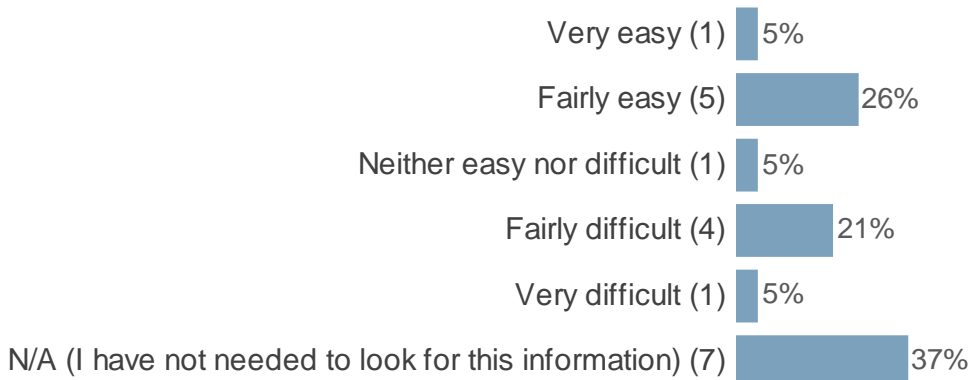
**If you were dissatisfied with the Council's Formal Complaint response and requested an Internal Review (Appeal), what timeframe would you consider acceptable for receiving a response?** (Please select one answer only)



**If 'Other' please specify timeframe:**

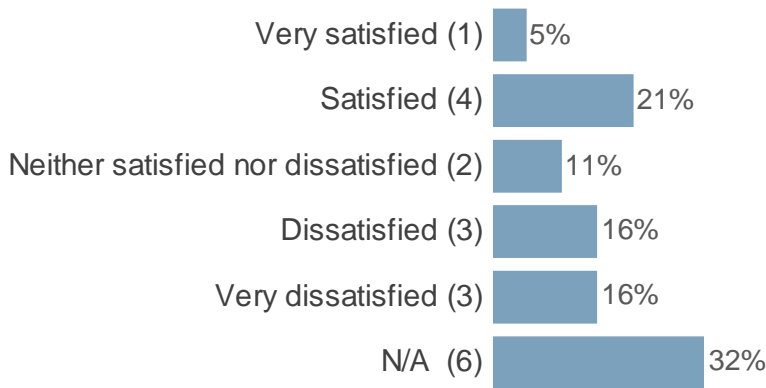
Two weeks

**How easy was it to find information about the complaints procedure on our website or through other channels?** (Please select one answer only)

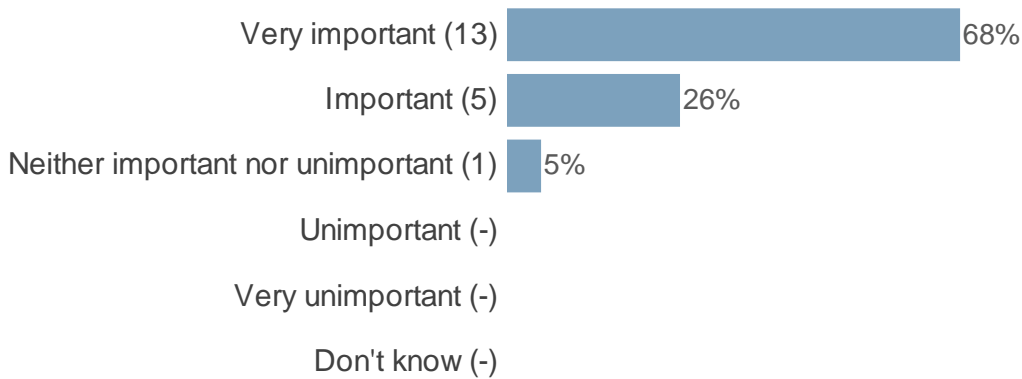


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**How satisfied were you with the clarity of the complaints procedure (e.g. steps, timelines, who to contact)?** (Please select one answer only)



**How important is it to you that the Council provides regular progress updates during the complaints process?** (Please select one answer only)



**How would you prefer to receive updates about your complaint?** (Please select one answer only)



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**Please share any comments or suggestions about how the Council could improve its complaint response process? (Please comment in the space below)**

Satisfied

All the information to go to an impartial council in another area, so as the people who dealt with the original complaint do not just deal with the complaint. Obviously they aren't going to come up with anything other than yes we were right.

My experience is that staff seem to be protected as part of the complaints procedure, instead of focussing on addressing any concerns raised and preventing similar situations happening in future. This culture needs to change.

Never get any feedback about complaints, departments seem to ignore complaints.

Dedicated person dealing with my complaint.

I have emailed DCC numerous times and never ever received a reply. I was forced to pay for a new tyre due to a pothole on Pennine Way Loundlsey Green Chesterfield and get home service for my daughter who is a carer and on the minimum wage. My daughter could not attend work so was unpaid for 3 days until the tyre was fixed. I had to pay for the home visit and tyre on my credit card. I have sent in photographs and everything you asked for and still not received my money

NEDCC don't appear to uphold valid complaints made nor ensure there is a fair investigative process. The complaints procedure is not worth the paper it is written on. NEDCC cover up, lie, deceive & fob residents off to ensure they back their employers even in cases of poor case handling, lack of action & so on.

N/a

I made a formal complaint and haven't had a response, that's how great your service is! This is laughable asking for feedback.

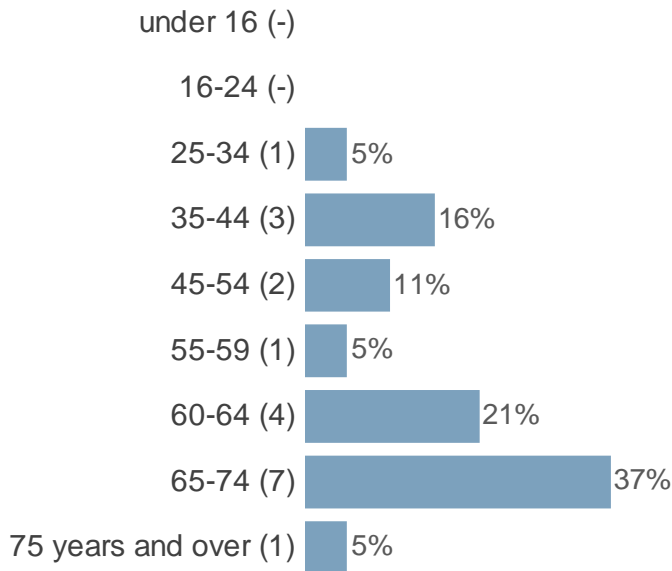
We have spoken to the same person 4 times and all she did was fob us off, 4 times, about our complaint.

none

**What is your sex?**



### What is your age?



### How would you describe your ethnic group?

English	British	W/B	white british
White-Female	White, British	White British	white Caucasian
White british	White English	white british	white british
White British			

### Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

