

Advice on comparing statistics across years

In 2022-23 we changed our investigation processes, contributing towards an increase in the average uphold rate across all complaints. Consider comparing individual council uphold rates against the average rate rather than against previous years.

In 2020-21 we received and decided fewer complaints than normal because we stopped accepting new complaints for three months due to Covid-19.

Chesterfield Borough Council

Find local authorities

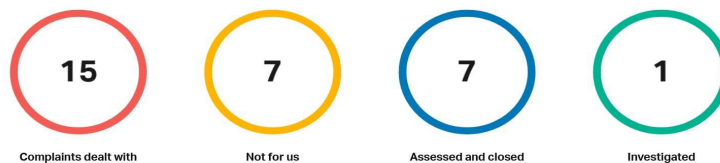


Complaint overview

2024 / 2025

Between 1 April 2024 to 31 March 2025, we dealt with 15 complaints. Of these, 7 were not for us or not ready for us to investigate. We assessed and closed 7 complaints. We investigated 1 complaints.

[More about this data](#)



Complaints upheld



We investigated 1 complaints and upheld 1.

100% of complaints we investigated were upheld.

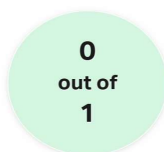
This compares to an average of 66% in similar authorities.

Adjusted for Chesterfield Borough Council's population, this is 1 upheld decisions per 100,000 residents.

The average for authorities of this type is 1.1 upheld decisions per 100,000 residents.

[View upheld decisions](#)

Satisfactory remedies provided by the Council



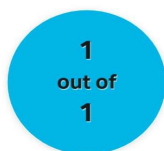
In 0 out of 1 upheld cases we found the Council had provided a satisfactory remedy before the complaint reached the Ombudsman.

0% satisfactory remedy rate.

This compares to an average of 15% in similar authorities.

[View satisfactory remedy decisions](#)

Compliance with Ombudsman recommendations



We recorded compliance outcomes in 1 cases. In 1 cases we were satisfied with the actions taken.

100% compliance rate with recommendations.

This compares to an average of 100% in similar authorities.

Chesterfield Borough Council (23 000 749)

Statement Upheld Enforcement 28-Apr-2024

Summary: There was no fault by the Council when it decided not to take enforcement action for breaches of planning conditions. However, the Council failed to keep Mr B informed of its investigation and decisions, and took too long to respond to his complaints. The Council has agreed to apologise to Mr B for the shortcomings in its communications.

Reference	Authority	Category	Subcategory	Received
23009193	Chesterfield Borough Council	Corporate & Other Services	Leisure and culture	16/07/2024
23021111	Chesterfield Borough Council	Planning & Development	Planning & Developmt-other	25/04/2024
24004147	Chesterfield Borough Council	Benefits & Tax	Council tax	20/06/2024
24005715	Chesterfield Borough Council	Other	Non-local government	17/07/2024
24008248	Chesterfield Borough Council	Planning & Development	Householder planning application	29/08/2024
24010225	Chesterfield Borough Council	Housing	Private landlord/tenant issues	19/09/2024
24013050	Chesterfield Borough Council	Housing	Allocations	24/10/2024
24015282	Chesterfield Borough Council	Housing	Allocations	27/11/2024
24016282	Chesterfield Borough Council	Housing	Housing-other	13/12/2024
24016328	Chesterfield Borough Council	Corporate & Other Services	Standards committees	16/12/2024
24020525	Chesterfield Borough Council	Housing	Allocations	25/02/2025

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
23000749	Chesterfield Borough Council	Planning & Development	Enforcement - other	29/04/2024	Upheld	fault & inj	Apology
23009193	Chesterfield Borough Council	Corporate & Other Services	Leisure and culture	04/09/2024	Closed after initial enquiries	Not warranted by alleged injustice	
23018984	Chesterfield Borough Council	Environmental Services & Public Protection & Regulation	Noise	12/04/2024	Closed after initial enquiries	Not warranted by alleged fault	
23019664	Chesterfield Borough Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	23/04/2024	Closed after initial enquiries	Not warranted by alleged fault	
23020356	Chesterfield Borough Council	Planning & Development	Other planning application	30/04/2024	Closed after initial enquiries	Not warranted by alleged fault	
23021111	Chesterfield Borough Council	Planning & Development	Planning & Developmt-other	07/06/2024	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
24004147	Chesterfield Borough Council	Benefits & Tax	Council tax	08/07/2024	Closed after initial enquiries	Not warranted by alleged injustice	
24005715	Chesterfield Borough Council	Other	Non-local government	17/07/2024	Advice given	Signpost - go to complaint handling	
24008248	Chesterfield Borough Council	Planning & Development	Householder planning application	29/08/2024	Referred back for local resolution	Premature Decision - advice given	
24010225	Chesterfield Borough Council	Housing	Private landlord/tenant issues	19/09/2024	Referred back for local resolution	Premature Decision - advice given	
24013050	Chesterfield Borough Council	Housing	Allocations	23/01/2025	Referred back for local resolution	Premature Decision - referred to Organisation	
24015282	Chesterfield Borough Council	Housing	Allocations	27/11/2024	Referred back for local resolution	Premature Decision - advice given	
24016282	Chesterfield Borough Council	Housing	Housing-other	17/12/2024	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord	
24016328	Chesterfield Borough Council	Corporate & Other Services	Standards committees	16/12/2024	Referred back for local resolution	Premature Decision - advice given	
24020525	Chesterfield Borough Council	Housing	Allocations	25/02/2025	Referred back for local resolution	Premature Decision - advice given	

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
23000749	Chesterfield Borough Council	Planning & Development	Enforcement - other	28/04/2024	Apology	29/05/2024	28/05/2024	Remedy complete and satisfied

Explanatory notes	
A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).	
Cases received	
Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Cases decided	
Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.	
Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: https://www.lgo.org.uk/your-councils-performance	
We report our decisions by the following outcomes:	
Invalid or incomplete: We were not given enough information to consider the issue.	These decision outcomes are included in the number of cases reported as not for us / not ready for us in the complaints overview section on the online map.
Advice given: We provided early advice or explained where to go for the right help.	
Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.	
Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.	This decision outcome is included in the number of cases reported as assessed and closed in the complaints overview section on the online map.
Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as investigated in the complaints overview section on the online map.
Not upheld: We completed an investigation but did not find evidence of fault.	
The following decision reasons are satisfactory remedy decisions , i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:	These decision reasons are included in the number of cases reported as satisfactory remedies provided by the council on the online map.
<i>Upheld - Injustice remedied during organisations complaint processes</i>	
<i>Upheld - fault & inj - no further action organisation already remedied</i>	
Compliance outcomes	
Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.	
Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.	