

Information about CBC policies and services – Customer Compliments, Comments, Complaints and General Enquiries

The following information has been collected from members of the public who have complained, commented or complimented on our services, or made general enquiries, using our website, or via telephone or face to face via a member of Council staff. This information has been collected during the 2023 calendar year. Total of 1165 records. Please note due to rounding some questions will not add up to 100%.

Gender

Compliments, Comments and Complaints and General Enquiries to Chesterfield Borough Council by Gender

Gender	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints	Percentage of people making general enquiries
Female	68.8%	60.0%	33.0%	61.0%
Male	31.3%	40.0%	64.5%	37.6%
Transgender	0%	0%	0%	0%
<i>Prefer not to say</i>	0%	0%	2.6%	1.4%

Age

Compliments, Comments, Complaints and General Enquiries to Chesterfield Borough Council by Age Group

Age	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints	Percentage of people making general enquiries
Under 16	0%	0%	0%	<1%
16 to 17	0%	0%	0%	<1%
18 to 24	0%	1.7%	5.1%	5.6%
25 to 34	4.2%	11.7%	13.6%	19.3%
35 to 44	6.3%	15.0%	16.1%	22.2%
45 to 54	33.3%	16.7%	22.7%	18.0%
55 to 64	37.5%	16.7%	19.8%	14.8%
65 to 74	16.7%	23.3%	14.7%	14.8%
75 and over	2.1%	13.3%	5.5%	4.7%
<i>Prefer not to say</i>	0%	1.7%	2.6%	<1%

Disability

Compliments, Comments, Complaints and General Enquiries to Chesterfield Borough Council by Disability

Disability	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints	Percentage of people making general enquiries
No	45.8%	58.3%	59.3%	60.1%
Yes, affecting vision	0%	0%	<1%	<1%
Yes, affecting hearing	0%	3.3%	1.8%	2.6%
Yes, affecting mobility	29.2%	15.0%	11.0%	10.8%
Yes, learning disability	2.1%	0%	1.1%	1.8%
Yes, mental health	10.4%	3.3%	9.9%	9.4%
Yes, long standing condition	8.3%	5.0%	7.3%	6.6%
Other, please specify	0%	8.3%	2.2%	3.4%
<i>Prefer not to say</i>	4.2%	6.7%	6.6%	4.5%

Ethnicity

Compliments, Comments, Complaints and General Enquiries to Chesterfield Borough Council by Ethnicity

Ethnicity	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints	Percentage of people making general enquiries
White (eg. British, Irish, any other white background)	100.0%	91.7%	91.6%	92.2%
Mixed (eg. White and black Caribbean, white and black African, white and Asian, any other mixed background)	0%	3.3%	3.3%	1.9%
Asian or Asian British (eg. Indian, Pakistani, Bangladeshi, Chinese, any other Asian background)	0%	1.7%	1.5%	2.9%
Black or Black British (eg. Caribbean, African, any other black background)	0%	0%	1.5%	<1%
Other ethnic group (eg. Arab, Gypsy, Traveller, any other ethnic background)	0%	0%	<1%	1.1%
<i>Prefer not to say</i>	0%	3.3%	1.8%	1.3%

Religion

Compliments, Comments, Complaints and General Enquiries to Chesterfield Borough Council by Religion

Religion	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints	Percentage of people making general enquiries
None	39.6%	51.7%	50.5%	55.1%
Buddhist	0%	0%	<1%	<1%
Christian	50.0%	33.7%	38.5%	36.4%
Hindu	0%	1.7%	0%	1.0%
Jewish	0%	0%	<1%	0%
Muslim	0%	0%	<1%	<1%
Sikh	0%	0%	0%	<1%
Other	8.3%	5.0%	2.6%	2.4%
<i>Prefer not to say</i>	2.1%	8.3%	6.6%	3.4%

Sexual Orientation

Compliments, Comments, Complaints and General Enquiries to Chesterfield Borough Council by Sexual Orientation

Sexual Orientation	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints	Percentage of people making general enquiries
Heterosexual	93.8%	93.3%	87.9%	88.3%
Lesbian	2.1%	0%	2.9%	1.8%
Gay man	0%	1.7%	1.5%	2.0%
Bisexual	2.1%	1.7%	1.8%	3.4%
Other	0%	0%	1.1%	<1%
<i>Prefer not to say</i>	2.1%	3.3%	4.8%	4.1%

