

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

The following information has been collected from members of the public who have complained, commented or complimented on our services using our website, or via telephone or face to face via a member of Council staff. This information has been collected during the 2020 calendar year. Total of 3245 records. Please note due to rounding some questions will not add up to 100%.

Gender

Compliments, Comments and Complaints to Chesterfield Borough Council by Gender

Gender	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints
Female	46%	45%	49%
Male	36%	42%	36%
Transgender	0%	<1%	<1%
<i>Prefer not to say</i>	18%	13%	15%

Age

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

Age	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints
Under 16	0%	<1%	0%
16 to 17	0%	<1%	<1%
18 to 24	0%	4%	6%
25 to 34	7%	12%	18%
35 to 44	12%	15%	16%
45 to 54	22%	17%	17%
55 to 64	18%	22%	16%
65 to 74	12%	11%	9%
75 and over	3%	5%	2%
<i>Prefer not to say</i>	26%	14%	16%

Disability

Compliments, Comments and Complaints to Chesterfield Borough Council by Disability

Disability	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints
No	45%	71%	65%
Yes, affecting vision	1%	<1%	1%
Yes, affecting mobility	8%	5%	6%
Yes, a learning disability	1%	<1%	1%
Yes, affecting hearing	4%	<1%	1%
Other, please specify	8%	3%	4%
<i>Prefer not to say</i>	33%	20%	22%

Ethnicity

Compliments, Comments and Complaints to Chesterfield Borough Council by Ethnicity

Ethnicity	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints
White British	67%	82%	77%
Other	3%	2%	4%
<i>Prefer not to say</i>	30%	16%	20%

Sexual Orientation

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

Sexual Orientation	Percentage of people making compliments	Percentage of people making comments	Percentage of people making complaints
Heterosexual	62%	73%	68%
Lesbian	1%	1%	1%
Gay man	0%	1%	1%
Bisexual	0%	1%	1%
<i>Prefer not to say</i>	37%	25%	30%