

Comments, Compliments & Complaints 2018/19

Date received	Type (comment, compliment or complaint)	Service area	From	Format	Overview	Action Required (yes or no)	What action was taken?
07/04/2018	Compliment	Cotswold Way	Lisa Wight	National Trail Feedback Email	I would like to say that a friend and I walked the friendship trail yesterday and how wonderful it was not just the walk ,which is great and the views are to die for,but all to say a big thanks for all the new styles,gates and wayward markers	No	
23/04/2018	Compliment	Cotswold Way	Diana Lewington	National Trail Feedback Email	Thank you for taking the time to answer my query. We have just got back from a brilliant long weekend completing the walk. As you said, it was muddy in the areas where cows etc hang out, we plumped for walking boots which was just about the right decision. Had it been any warmer it would have been a little too toasty for out tootsies! Please pass on our thanks to the Cotswold wardens and of course to you for keeping the trail in such good condition, and for finding as many ups and downs as seemingly possible!	No	
25/04/2018	Comment	Website	Elizabeth Buckley	Email	Please pass this email on to the relevant body or perhaps the person who is responsible for the Voluntary Wardens as they have such relevant experience. We are trying very hard to find a list or resource of walks in the Cotswolds suitable for a wheelchair user. My daughter is a fit active wheelchair user and we like to take the opportunity to do longish walks wherever we can. For example, the Lake District have an excellent resource called miles without stiles. We ideally like 5 Miles plus. Do the Cotswold authorities have anything similar. I presume that with the funding you receive, consideration must be given to give access to all. I would appreciate your help in this matter.	Yes	Being taken up with Web Developer to improve search functionality for self guided walks
27/04/2018	Complaint	Cotswold Way	Ellen Kenny	Email	I am so upset about this it seems better to tell you than to keep lamenting to my friends or the Echo. I find it hard to believe that I am the only person feeling this way.  As the Cotswold wardens' "miles without styles" programme rolls out, the countryside is turning into Theme park Cotswolds. Most of my favourite views are now blighted by ugly metal kissing gates. What finally had me nearly weeping is what has been done to the footpath leading up to Belas Knap near Winchcombe. One stretch of path in particular, under a tunnel of trees and which emerges at the barrow always struck me as atmospheric. It often made me imagine Neolithic mourners carrying their dead up for burial. It is now "improved" by a shingle path more suitable to a town park. All atmosphere is gone.  These works are unsympathetic to the landscape.  They also appear to have been planned without any form of consultation.  I am of course sympathetic to improving access to the countryside for the disabled and older people. Like the rest of us, I am not getting any younger. However, when my movements are restricted, I will not want to be going on bland walks through sanitised countryside.  I was born in the Cotswolds and have lived here most of my life. This makes me very sad.  If you have anything to say to make me feel better, I look forward to hearing from you.	Yes	Improvements being worked on with developer.
11/05/2018	Comment	Cotswold Way	Jane Breed	National Trail Feedback Email	Firstly we have just spent 4 days on the trail between Chipping Camden and Seven Sisters and had a really enjoyable time. Excellent paths and signage running through beautiful countryside. Please thank all those who put time and effort into the trail's upkeep. As countryside volunteers ourselves, we know how much work is involved in what appear to be simple tasks and because they have been done, they generally go unnoticed! One small disappointment today. The route has been changed through Lineover Wood near Seven Springs. When last I walked it, it followed a public path through the wood part way up the hill before rising up the slope in the grassland to a well positioned seat. The route now climbs all the way to the top of the wood before turning west and traversing the grassland above the seat. Oh dear! Not an improvement. Whilst the flora are spectacular, the sound of the A436 makes that part of the walk extremely unpleasant. The length of the trail immediately adjacent to this traffic noise has been doubled since my last visit. As I said, not an improvement. End of moan! I would also like to thank those who keep the National Trails websites in operation. I have been using them for several years and find them invaluable as planning aids. Again, great work. Many thanks.	No	
27/05/2018	Compliment	Rural Skills	Susan Hudson-Wright	Email	A rather belated, but heartfelt thank-you for the wonderful scything course the other week; it was a great way to spend the day with like-minded enthusiastic novices, and the four of us enjoyed a very satisfying day.	No	
01/06/2018	Complaint	Cotswold Way	Christine Mahoney	National Trail Feedback Email	Enjoying walking the Cotswold Way. Terrible trouble crossing the A417 near the Air Balloon pub, 4pm today 1st June. Had to put a hand up to stop the traffic in order to cross in the end, just an endless stream of cars going at high speed. No evidence of any attempt to create a safe crossing point for walkers. Young and elderly walkers are at particularly high risk. Needs action urgently to avoid fatalities. Don't wait for road improvement before doing anything. I just googled that. Maybe divert the Way to a safer crossing point lower down the valley? But do something now!	Yes	Trails Officer Following up with Highways Authority
04/06/2018	Complaint	Cotswold Way	Mark Grassick	Email	Every year when the Cotswold Way gets busier I experience the inconvenience of walkers in my property, lost. The problem arises from the fact the Cotswold Way does a 90 degree turn at Postlip (GL54 5AQ) and unless careful notice is taken of the discrete circular disc walkers continue to walk straight on and into my property. This year I have put up a "Private No public right of way" sign as they enter my property however in some ways this has made matters worse. Walkers are now aware they are no longer on a public right of way and so seek out someone to assist. Elsewhere wherever the Cotswold Way turns it is marked by a finger post. This is needed at Postlip too. In my opinion it should have been done when the Cotswold Way was upgraded to national trail status but wasn't. I did email yourselves a few years ago and the matter was referred to the local Cotswold Wardens. Unfortunately it was a case of being kicked into the long grass and nothing more was heard.	Yes	Trails officer has Wardens working on getting Finger Post put in asap to resolve

04/06/2018	Complaint	Lion Café	Member of Public	Verbal	Customer had complained to Vikki regarding the inappropriate cards /book for sale. Martin Lane to review.	Yes	Cards / book removed from sale and Café manager advised accordingly.
08/06/2018	Complaint	Cotswold Way	David Hughes	National Trail Feedback Email	<p>We have just completed the Cotswold Way (27th May this year) and we thoroughly enjoyed walking through such beautiful countryside in an area of England that neither of us have visited before. We found the villages of Chipping Campden and Broadway captivating and beautiful and the city of Bath equally so (even though we finished on a busy bank holiday weekend!) The trail was superbly signposted throughout and the condition of the trail was excellent. Could you pass on our thanks to the rangers/wardens/volunteers whose task it is to maintain the trail - what a wonderful job they do!</p> <p>Could we bring to your attention one part which we found dangerous and unnerving - the crossing of the road at the Air Balloon roundabout. The crossing of side of the A417 approaching the roundabout was virtually impossible - we ended up stepping onto the carriageway before any drivers would let us across. Similarly it was extremely hazardous crossing the other side - you had to make a dash for it and hope oncoming vehicles would give way.</p> <p>Is there any plan for Gloucestershire County Council (or whoever is in charge of highways in that area) to redesign the roundabout and install a Pelican crossing/traffic lights in the near or distant future?</p>	Yes	Trails Officer looking into proposal put forward to Highways last year by previous Trails Officer
24/06/2018	Compliment	Wardens	Nick, Member	Email	As humans (or maybe it's just me?) we seem too quick to criticise and complain, and far too slow to express thanks and gratitude. Last September I noticed that the Cotswold Voluntary Wardens replaced two old stiles on a public right of way from Prestbury up to Cleeve Hill. Both the old stiles were in poor condition; one in particular was rather dangerous as one of the steps could easily give way when stepped on. Thank you and keep up the good work, and congratulations on receiving the Queen's Award. Fully deserved!		
25/06/2018	Compliment	Cotswold Way	Katharina Me	Email	Thank you so much! we had a Blast! Your tips were golden to us. Thank you.	No	
29/06/2018	Compliment & Concern		Cath Gillespie	National Trail Feedback Email	<p>Thank you for a great trail.</p> <p>I just wanted to make you aware of a situation we experienced recently on the Cotswold Way.</p> <p>Heading south from Old Sodbury towards Tormanton we crossed the very busy A46 (which we were expecting), across a small field to cross another road (the yellow road on the map connecting the A46 to Tormanton along to Acton Turville). Again, we knew there was a road coming but we were taken by surprise at just how busy that road was. This was not helped by the stile you had to cross to get out of the field had a very small verge on the road side. Furthermore, the hedging was very over grown which made it tricky to look out safely to cross the road. It was made harder for us as we had 3 dogs with us.</p> <p>May I suggest the hedge is trimmed back and maybe a small warning sign on the field side of the path warning people using the trail?</p> <p>Thank you for a great route; we very much enjoyed it.</p>	Yes	Wardens to investigate
28/06/2018	Compliment	Cotswold Lion	Liz Lippiatt	Email	<p>Thank you so much for sending me the copy of the Cotswold Lion with your excellent article on our Crafts Alive Event at Rodmarton Manor.</p> <p>It is a beautifully written article and perfectly captures the spirit of the event. Thank you! We are thrilled with it!</p> <p>I took it over to Rodmarton this afternoon to show them and they asked where they could find more copies and also whether they could have a bundle to distribute at the manor on all the open afternoons?</p> <p>It is an excellent publication and very well put together.</p>	No	n/a
22/06/2018	Compliment	Cotswold Lion	John Van Oss	Email	Hi! Love your publication Cotswold Lion	No	n/a
22/06/2018	Compliment	Cotswold Lion	Stephen Wright	Message via Mandy Pressland	Stephen Wright (Becky advises he was a former journalist for the Telegraph among other things) now one of the Wardens call who wanted to pass on a message that he thought this latest edition of the Cotswold Lion is "bloody brilliant, best we have had for years", and wanted it passed on to whoever was responsible.	No	n/a
21/06/2018	Compliment	Cotswold Lion	Anne-Marie Shepherd	Email	We've just seen the article in Cotswold Lion about Crafts Alive at Rodmarton. Thank you so much. It looks great!	No	n/a
14/06/2018	Compliment & Comment	Cotswold Lion	Kelly Ballard	Email	<p>Various: prefer the new design, it looks fresh and the paper is reflective of the natural brand; can see that you could do with some new images; quite few long stories which take time to read. This might be too much for your average reader. I notice that you've brought the bulletin to the front as the short news snippets – this is great but it would be good if there were a few more. If I'd known it was a magazine that we could be featured in then I may have added you to our media list – both for Cheltenham and Westonbirt. Whilst you don't want to get inundated, it could provide you with the short snippets that you need or inspire other bigger stories. I love the walks section at the back – brilliant. On a personal note it's good to see so many around Cheltenham, how can we get these added to our whats on list? As you know there is a free tool to upload them. We can then promote them via our marketing comms. I want to promote walking (especially) and cycling around Cheltenham so much more. If there are bridle ways and info for horse riders that would also be good. I'll get Victoria to pull off info from your site – or direct them to your site whichever is best; How about doing a page of 'your images' using the Instagram account of Cotswolds Tourism? It would be great if you could promote their digital channels as they contain a lot of info that's up to date. You could take of your 15 favourite images and credit the relevant person. Doesn't have to be a competition but gives you some lovely images and speaks to a younger audience; I loved the feature on the spa/products – I think that the ambience of the Cotswolds lends itself really well to a spiritual space and is a major appeal to a lot of people; perhaps have some regular sections that you fill each time – news, events, crafts, conservation, the people, mind/body/spirit, self-guided walks, guided walks (as is), learn, family - You're missing a family element, perhaps you could dedicate two pages each version to introducing children to the wonders of nature? If you haven't got your own educational team then I'm sure you could get someone from Westonbirt or another childrens centre to come up with something for you in return for a name check.</p>		n/a
18/06/2018	Compliment	Cotswold Lion	Claire Maymon	Email via Sian Ellis	I am so delighted with this article, thank you. It matters that we keep the profile of hedge laying out there and hopefully attract some new blood in too.	No	n/a

02/07/2018	Complaint	Cotswold Lion	Garstanford Da Silva	Email	Hi, please forgive this moan, but the change in format of the 'Cotswold Lion' magazine is not a good one, in my opinion. I am very much a supporter of all round involvement of everyone to enjoy the Cotswolds, but feel this lighter, more gimmicky, approach to it's publicity is a real shame. The loss of the, very recognisable, header is bad marketing practice and some of the inside articles have become trendy, fashionable, impractical and...dare I say it...distinctly feminine with the emphasis on fun! Alana Hopkins' short 'Welcome' intro mentions 'picnic blankets'; 'shorts'; 'Lively Music Festivals'; 'Wild Days'; 'Racing Bikes'; 'Hunting down hares' 'Spooky goings on'; 'Markets; Marathons and Duck Races and though all this may be great fun, I believe it is not really the core business of AONB. As with the Wooland Trust's 'Broadleaf' mag, the whole thing has taken on a juvenile, less serious, approach with childlike cartoons to reinforce the fun aspect of the Cotswolds Summer to Winter Highlights, and sweet cameos of Doormice is nothing more than shallow, playful, twee and demeaning. To ensure we leave this wonderful landscape fit for future generations, an organisation like Cotswolds AONB need to educate, alert and sharpen up public awareness of the potential threats to its beauty and our heritage, not encourage it's exploitation.		
15/05/2018	Compliment	LEADER	Ian Wilkinson, Beneficiary	Verbal	During the Inception meeting on 15/05/2018 Ian Wilkinson complimented the LEADER team and thanked them (JW & MP) for all their hard work in getting the grant application processed in good time and for being on hand to answer questions during the process.	No	n/a
20/06/2018	Compliment	LEADER	Fred Walker, Beneficiary	Verbal	Durign the claim visit Mr Walker thanked JW and MP for their assistance during the process, which at times had been challenging because the equipment was being purchased from an Italian manufacturer with the added complication of a variable exchange rate.	No	n/a
05/07/2018	Compliment	Cotswold Wardens	Bath Easton Parish Council	Email	BPC will wish to know that the very important wooden bridge that crosses the brook at Chilcombe Bottom was starting to deteriorate so I contacted a Cotswold Warden - They have repaired the bridge and it looks fantastic - and most important - safe! This bridge means a lot to our community. Our Cotswold Wardens are gems!	No	response back from warden
05/07/2018	Compliment	Cotswold Wardens	Disabled Ramblers	Email	On behalf of the Disabled Ramblers please accept our grateful thanks for all the work you have done to improve access for all users. The creation of a new tramper access roure in Wunchcombe all personally		
15/07/2018	Compliment	Cotswold Wardens	Church Warden, Didmarton	Email	Thank you for doing such a wonderful job in the very hot weather. So a huge thank you to everyone involved. We are very lucky to have your help which is very much appreciated.	NO	response form warden
17/07/2018	Compliment	Rural Skills	Dominic Rouse	Email	Just a quick note to say I had a brilliant time on the course. Guy was really good and I learnt loads. Definitely want to do some more (let me know if you know of anyone). My brother in-law has already said he wants a hedge layed(?) so I'll be booking the course for that in the autumn/winter.	No	
29/07/2018	Comment	Cotswold Way	Christopher Simpson	National Trail Feedback Email	I just completed the Cotswold Way which I thoroughly enjoyed. I have very minor comment/suggestion regarding a post in a fence gap in King's Stanley near Penn Lane (see attached photo) I am fairly slim but found it impossible to get through the gap here with a large rucksack and I had to take it off my back to pass. Could I suggest that the post is moved slightly to allow people with rucksacks to get through unhindered?	Yes	Trails Officer to Review
30/07/2018	Compliment	Cotswold Way	Steve Clark	National Trail Feedback Email	As a suggestion I really enjoyed seeing the 55 miles to Bath marker, and think a couple more randomly place milage markers would be good. I also particularly like the beginning and end stone circles. I suspect a lot of people enjoy the Way without realising these exist so maybe they could be highlighted on your website.	Yes	Trails Officer to Review
31/07/2018	Compliment	Cotswold Way	John Schnake	Email	Thank you Mandy...your group is simply a fountain of great information. We are so excited to do this walk. I could use one more piece of advice...  From reading your trip synopsis, I can see where my wife will want to take off a day in Winchcombe and visit both the Sudeley Castle and the Spoonley Wood Roman Villa. That would be a full day for us.  My trip is already becoming excruciatingly long as we limit our hikes to 8-9 miles per day and take a day off after every 4 hiking days. If I add a sight-seeing day in Winchcombe, I might need to "skip" a section of the Cotswold Way to make up the day. Here is our itinerary from Winchcombe...would you mind advising us on which of these is NOT a "can't miss" section.	Yes	Sections suggested,
10/08/2018	Compliment	Cotswold Way	Toetie Vleuge	National Trail Feedback Email	Last week we made this beautiful walk from Snowhill to Stanton and back by following the trail. It was really spectacular. We could have done with less sun while we were mounting after leaving Stanton, but we were already pleased that it was not hotter than it was.  After leaving Stanton, the marker post before the water station was lying at its side. Fortunately we had a print from the walk so we could read where to go.  The sign for entering Littleworth Wood was seen by good chance. We missed a sign at a T-crossing. Maybe turning to the right wouldn't have taken us anywhere but that was not clear from that point. We felt that we had to turn to the left, but that doesn't need to be right.  Next day we walked from Chipping Campden to Broadway. We enjoyed that walk too. It was much easier going once we got on the ridge.  Anyway, it was an experience what encourages us to return in the future.	Yes	Passed to Warden Coordinator to look into downed sign and confusion with couple of signs.

11/08/2018	Complaint	Rural Skills Competition		Email	<p>Whilst looking through the Evesham Journal the other day I was delighted to see an article on dry stone walling, a competition to enter and to see others, I thought..... Imagine my dismay when it said that the Cotswold Conservation Board had organised it IN PARTNERSHIP with the COTSWOLD BRANCH OF THE DSWA!!!!!! Really!!!!</p> <p>1. My partner and I have been at the Cotswold DSWA for a number of years and have NEVER been approached by you to attend, or take part in ANY competition!!!!</p> <p>2. It would have been great to have a competition and we would love to have been involved with it, but never had the opportunity. Who are your judges? Are they DSWA?</p> <p>3. As the Chairman of the branch and the secretary we have been fighting a losing battle on members..... and when we have backstabbing by not being invited to attend it is very irritating. We used to have meetings once a month but only wallers turned up and then they would suggest things and back out and it ended up being Chris and I doing all the shows and training Which we continue to do this throughout the year. Although I note no training from you?</p> <p>As you can see we are very irritated with this. I am contacting the DSWA and I will be taking this further. You cannot say it is the Cotswold branch unless the Cotswold branch know. Had you of enquired with the branch then we could have helped by getting people to attend and take part as we are very active with the DSWA and do numerous shows through the year. I expect a reply.</p>	Yes	Ed responded
13/08/2018	Compliment	Cotswold Wardens	Painswick Parish Council	Facebook post	Award winning Cotswold Wardens being absolute stars in installing a new gate in Painswick - Thank you	No	
13/08/2018	Compliment	Cotswold Wardens	Gloucestershire Rights of Way. Frank Dorrington Ward	Email	Thank you for installing this stile so quickly- much appreciated	No	
27/08/2018	Complaint	Rural Skills	Graham Holvey	Email	Complaint regarding use of the site at the Friary Bath for Rural Skills Courses because of noise from the brushcutting and disturbance to wildlife - see email	Yes	
29/08/2018	Compliment	LEADER	Len Seymour	Email	<p>Can I say how professional and supportive I've found the Leader Programme, and your role in shepherding our application has been particularly helpful.</p> <p>I am a little sad that we will not be going forward with the Leader Programme, but others have been faster than me in racing to achieve our funding goal of £48K. I do hope you and your son will visit Wootton by Woodstock at some stage, and gasp at the quality of the park we plan to create!</p>	No	
02/09/2019	Compliment	Rural Skills	Anna Duncan		<p>Just a quick note to say Thank You for a really enjoyable day with Chris Riley. Nice bunch of people.</p> <p>Excellent course and the catering was outstanding!</p> <p>Keep me posted on the next dry stone walling course.</p> <p>Off now to tend to my meadow.</p>	No	
06/09/2019	Compliment	Cotswold Voluntary Wardens	Bournestram Group, Wotton	Email	Just a quick message to thank your team very much for all their hard work on our behalf - it looks really well tended & vastly improved, as well as safer!	No	
06/09/2019	Compliment	Wardens	jane yeind	Email	I wanted to thank you for the great stile in the field adjacent to Queenwood in Prestbury. As a 64 year old with some arthritis I often find it difficult to climb stiles - this arrangement is perfect. Dogs' access is simple too! Thank you.	No	
10/09/2018	Compliment	Rural Skills	Jill Pickering	Email	<p>We had a great weekend. Graham was a terrific instructor and we all enjoyed ourselves and learned quite a lot.</p> <p>Several of us were very interested in doing a retaining wall course. Do you have one coming up? Or could one be scheduled if enough people can be mustered up?</p>	No	
10/09/2018	Compliment	Cotswold Voluntary Wardens	Landowner, Painswick Beacon	Email	To say how thrilled i am with all hard work you have put on the Beacon. Thank you very much for all your effort	Yes	Email
10/09/2018	Compliment	Cotswold Voluntary Wardens	Batheaston Freeholders	Verbal	Thanks you for all the work of the wardens over the years on Bannerdown Common and Solsbury Hill. Thank you at quarterly meeting and presentation of donation by Batheaston Freeholder, Rob Kendall	Yes	letter
11/09/2018	Compliment	Rural Skills	Sarah Courbet	Email	<p>I just wanted to say a massive thank you for the beginners stone walling course with Nigel. Apart from a slight delay in getting my joining email it was very easy to find the information, pay and receive the joining instructions. It was described exactly as it happened.</p> <p>I cannot thank Nigel enough for his patience, warmth and wit. What a fantastic chap he is. He led by example, was encouraging to all, and patient in his teaching of this fabulous skill. I made some lovely new friends - including a couple from the States who had wanted to do this course for 10 years and had the most wonderful weekend. It was easy to book an AirBnB in Tetbury and quick to walk into town for food and beers (although an early night was required..).</p> <p>Not sure my back will stand more dry stone walling, regrettably, but I will be back for more rural skills very very soon.</p>	No	
16/09/2018	Complaint	Rural Skills	Kevin Allen	Email	<p>We turned up at the Friary at 08.45 this morning only to be told by one of the neighbours the our course had been cancelled!</p> <p>No one had advised us of this so we have travelled 130 miles, booked overnight accommodation and wasted a whole weekend because no one bothered to tell us.</p> <p>We were also told that this has happened before at the Friary.</p> <p>We are clearly very disappointed and unhappy and await your response as to how this has happened and what you propose to do to recompense us for a wasted weekend at considerable expense.</p>	Yes	EB contacted and apologised, due to admin oversight by previous post-holder.

17/09/2018	Complaint	Cotswold Way	Anthony Collins	National Trail Feedback Email	We are members of Bishopstow Hillwalking Club in Cork Ireland Eleven of us completed the Cotswolds Way on Saturday last. The complaints we have are: crossing A46 this we considered dangerous . The second complaint is access to Bath at the end of walk.tje walking around Bath is difficult and involved a lot of climbing. We would suggest two access into bath one hard and one easy .all in all we enjoyed our trip and considered it A challenge	Yes	
23/09/2019	Compliment	Rural Skills	Ben Zakotti	Email	Just to say thanks for the course and exam day yesterday- and if you could pass on my thanks to Kath also when you see her please mate. Chuffed to have my initial complete...  If you have any info on the Stepping Stones for me to read through I would certainly be keen... with a view to book onto Level 2 at some point next year aswell.  Thanks again, wet old day yesterday hey	No	
23/09/2018	Compliment	Rural Skills	Ken Dicks		I would like to take this opportunity to thank our tutor for the last two days. Thanks to Nigel, I clearly understood what I should do, why I should do it and when I didn't I was corrected assertively but politely. It was really rewarding to feel that I had learnt so much in such a short time (not least my own limitations!). Despite the weather, this weekend has been both rewarding and educative. I would be really grateful if you could pass on my thanks to Nigel.	No	
02/10/2018	Compliment	Wardens	Monkton Combe Parish Council	Email	Please convey the thanks of the Parish Council and the whole village to everyone who has worked on and contributed to this magnificent effort.	No	
02/10/2018	Compliment	Cotswold Way / Wardens	Landowner, Upton Cheyney	verbal	Walling team taken out for lunch in recognition of all work on the Cotswold Way above their field	No	
22/10/2018	Compliment	Rural Skills	Geoff Beadnell		Thoroughly enjoyed my day at Northleach, and brilliant instructors - we had quite a giggle with them!	No	
22/10/2018	Compliment	Rural Skills	Sarah Murray	Email	Firstly I would like to say how much I enjoyed the course, and I haven't lost a jacket.	No	
22/10/2018	Compliment	Rural Skills	Dave Jones	Email	I really enjoyed the course. Nigel and Bo are great teachers with a fantastic sense of humour.  I am looking to do it as work in the future just trying to find someone to get some experience with.  I have also booked the Somerset hedgelaying course for the 10th - 11th December.  Thanks for the great training courses.	No	
05/11/2008	Complaint	Planning	Benny Sutton	Email	Skatepark planning application was passed,the lot of you are useless. You did nothing to stop it you are getting paid for doing nothing, certainly not protecting the AONB You should be ashamed of yourselves. Alex previously wrote: Many thanks for your email. Recently our planning officer Alison Rood has left the organisation and her replacement John Mills will not be starting till later on this month so if the request is urgent please reply to this email and forward on to managementplan@cotswoldsaoonb.org.uk and I will request a further response.	Yes	
20/07/2018	Compliment	Wardens	Disabled Ramblers	email	grateful thanks for all work to improve access for all users	No	
NJHo	Compliment	Planning	Christine Rear	email	Thank you so much for your excellent response on behalf of the CCB to TBC [regarding planning applications 18/00883/FUL to 18/00886/FUL].	No	
13/11/2018	Compliment	Wardens	Local horserider	email	Hi, thought I'd let you know that the copse on the Mickleton Hills bridleway that I messaged you about, has been cut back. I can now ride through without branches attacking my head. Also the gates have been vastly improved but that may have been the landowners. Thank you soo much for your help. I will contact you again in the future if I come across anything else.	No	
22/11/2018	Compliment	Rural Skills	Simon Tomlinson	Email	Thank you very much for your help and support for the Beaufort Hunt hedge-laying course which was a great success and was enjoyed and appreciated hugely by everyone participating.	No	
17/12/2018	Compliment	Rural Skills	Martyn Davy	Email	Very belated thanks for organising a superb day, which Sarah greatly enjoyed, as did I - thank you so much for suggesting I could hang around. A lovely day, and even though I am not a particular fan of horses, their gentle power in dragging the logs was majestic and reminded me of other gentle giants - steam locomotives!  When you are next in touch with Kate, please thank her for providing a fascinating and enjoyable day. Incidentally, she might like to know that her website doesn't appear to be working at the moment.  Anyway, thanks Ed, and keep up the good work of helping to preserve these rural skills.	No	
20/12/2018	Compliment	Rural Skills	Winchcombe School	email	Thank you for all your hard work and effort you have put into this project. I'm sure they will remember the information in the future you have given them.	No	
13/01/2019	Comment	Cotswold Way	Ian Henderson	National Trail Feedback Email	Myself and a friend yesterday completed the Cotswold Way, arriving in Bath but the end was somewhat frustrating! Everything was fine as we made our way into Bath descending from Zion Hill I think it was but as we got closer to the centre the signs for the route got smaller and more difficult to find and follow until eventually a few hundred metres from the Abbey we lost them altogether! And at the Abbey itself the only 'finish mark' was a design in the pavement which was virtually impossible to read. I just wanted to give you this feedback as the signing throughout the entire 102 mile route had been very good and at the Chipping Camden end there is an easily visible route marker etc. It was just something of an anticlimax to have to keep stopping trying to work out where to go to the Abbey having walked so far. I'm sure this could be improved at very little cost and would enormously help with the sense of achievement.	Yes	Wardens to investigate
17/01/2019	Compliment	Wardens	Box Parish Council	letter	Appreciation of all work carried out on Box Common by Avon Valley Wardens	Yes	Letter
18/01/2019	Compliment	Management Plan	Natural England	letter	Natural England recognises that the production of this final draft represents the culmination of many months of intensive work on the part of Cotswolds AONB Partnership and particularly the Cotswolds AONB staff unit. We congratulate you on this huge effort	No	
20/01/2019	Compliment	Rural Skills	Mark Weir	email	Just a quick note to thank you for a wonderful time coppicing Your knowledge and guidance made it a very enjoyable day.	No	

26/01/2019	Compliment	Planning	Tracy Organ	email	I was extremely heartened to see that you have put together an excellent submission for the second stage of SDC's Local Plan Review. You make some really important comments about the types of rural employment that could be actively encouraged as well as pointing out that the beauty of the Cotswolds intrinsically drives up house prices and attracts people from outside the districts ... I for one, would like to thank you for your ongoing work to protect the wonderful Cotswolds AONB and its setting. I can see that you appreciate the value of sites within close proximity to the boundaries, and their important role in maintaining the integrity of the distinctive landscape ... I hope that SDC fully take on board your submission and give proper weight to the significance of the Cotswolds AONB and its setting, as you have clearly explained.	No	
28/01/2019	Compliment	Rural Skills	Sue / DJ Karaska		Just getting in touch to say how much DJ enjoyed the Coppicing Course on the 19th - is there a feedback form, by the way? - and to check that he can still get a certificate of attendance from you. (Happy for you to send it via email.)	No	
04/02/2019	Complaint	Rural Skills	Luc Foisset	Email	Seeking refund for Coppicing Course, due to mismatch with trainee's expectations. In subsequent exchange, third party retracted majority of points and thanked EB for detailed response, to establish actual situation. Refund granted due to mismatch in expectations, and course will be re-labelled for next coppicing season, to improve how course is communicated to trainees. Response from trainee also contrasts with positive feedback provided verbally and via email (see entries on 20/01 and 28/01). Subsequent consideration of matter allows possibility that trainee had other motives, due to i) acceptance of corrections by Rural Skills Officer in following email exchange and ii) unmitigated positive feedback from other trainees.	Yes	Email
23/02/2019	Compliment	Rural Skills	Brian Mundy		Just wanted to thank you for all your efforts in organising the course. All the group seemed to enjoy the largely fine days and, we learned a great deal from our tutor Keith he was very understanding and encouraging over our initial hedging efforts.		
25/02/2019	Compliment	Rural Skills	Basille	Email	What a FAB weekend!! It was really great to meet you and the Hedge Gang!	No	
27/02/2019	Compliment		Steve Harwood (voluntary warden)	Email	Thank you for sending this Ed. Really enjoyed the course and will put my new knowledge to good use on future work parties.		
01/03/2019	Compliment	Rural Skills	Stevie Upton	Email	Thanks again for laying on such an enjoyable course - freakishly good weather and all - last we	No	
06/03/2019	Compliment	Rural Skills	Nathan / Angela Taylor	Email	Many thanks for the photograph. Nathan thoroughly enjoyed the course and talking to the chap he was teamed up with.  Nathan will be back with you again in April as he's booked on the Introduction to Dry Stone Walling.	No	
09/03/2019	Complaint	Rural Skills	Ruth Bailey	Email	I dislike giving negative feedback but I am really disappointed at the time Pate and my dad spent on their taster 'day' with Cotswold Rural skills. As an expensive gift I was very surprised that it finished at 1.45, with an advertised approximate finishing time of 1700hrs starting at 10.00 - a total of 3 hours for £120 each is hardly value for money. They said that David was very friendly as the instructor and they are pleased with the outcome of a crafted poker, but it would be very difficult to recommend this as a day. It should at the least be advertised as a half day experience and the cost adjusted accordingly.	Yes	Investigation and reply by RS Officer
11/03/2019	Compliment	Rural Skills	Rosemary Lewis	Email	I just wanted to send you a little note to say how brilliant the hedgelaying weekend was - and thanks for keeping the hail to a minimum, the weather was glorious really! Hedley was absolutely fantastic and Julia too, and I've been really impressed with the organisation of the whole thing, an excellent experience all round. Can't wait to get laying at my friend's garden, though need to wait for my muscles to stop aching!	No	
24/03/2019	Complaint	Website	Simon Howson-Green	Email	- Self guided walks - Burford - Circular result: No walks available Seriously? This was what friends borrowing my cottage in Lechlade found... great PR. How come you can't get this right? Use a better SE. Not impressed.	Yes	Reply by Trails & Access Officer