

## Comments, Compliments &amp; Complaints 2020/21

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
01/04/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application 19/03574 FUL (Lunnon Farm, Barcheston): <i>I LOVE YOU! Thank you.</i>	No	N/A
08/04/2020	Compliment	Planning	Email	Comment relating to the Board's response to England's Economic Heartland Integrated Sustainability Appraisal Scoping Report consultation: <i>Many thanks for taking the time to respond to the consultation, and for endorsing our views. It amplifies all our voices that bit more, and shows we are collaborating, which is great.</i>	No	N/A
08/04/2020	Compliment	Planning	Email	Comment relating to the Board's response to England's Economic Heartland Integrated Sustainability Appraisal Scoping Report consultation: <i>Thanks, John. It includes some very useful additional points and I think we have dovetailed well.</i>	No	N/A
08/04/2020	Compliment	Planning	Email	Comment relating to the Board's response to England's Economic Heartland Integrated Sustainability Appraisal Scoping Report consultation: <i>Thank you very much for this. I share John Nicholls' view that it nicely complements CCB's response.</i>	No	N/A
20/04/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application 19/0089/CWMAJM (Northcot Brick): <i>Please accept my belated thanks for your most excellent response you sent to GCC on the new quarry. I am in awe. You raised many issues we had not thought about.</i>	No	N/A
20/04/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application P19/19778/F: <i>Once again well argued.</i>	No	N/A
21/04/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application 19/19778/FUL (18 dwellings at Marshfield): <i>Thank you for emailing me your response and for your time in putting together such a robust objection.</i>	No	N/A
23/04/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application 20/0801/AGR (Waterley Bottom, Stroud): <i>Many thanks indeed for this thorough reply.</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
26/04/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning applications 19/02449/FUL & 20/00154/FUL (Cheltenham BC): <i>I, and all those who have been concerned, have appreciated very much your input into both applications in respect of the importance of this AONB Land.</i>	No	N/A
01/05/2020	Compliment	Planning	Email	Comment relating to the Board's involvement with the agricultural barn proposals at Waterley Botton, near Dursley: <i>As the local District Councillor ... I would like to thank you for your valued input in support of North Nibley Parish Council's fight against these ghastly and unwarranted intrusion into our countryside and AONB. Your help, advice and expertise is greatly appreciated. ... Thank you for helping to protect our wonderful Cotswolds countryside and supporting the objections against the desecration of our AONB lands here in North Nibley.</i>	No	N/A
05/05/2020	Compliment	Planning	Email	Comment relating to the Board's involvement with the agricultural barn proposals at Waterley Bottom, near Dursley: <i>I am writing as planning lead on behalf of North Nibley Parish Council to thank you for your valued input in support of my Parish Council's fight against a number of recent planning applications/appeals which seriously threaten the landscape quality and character of this part of the AONB. It is much appreciated.</i>	No	N/A
06/05/2020	Compliment	Planning	Email	Comment relating to the Board's comments on a planning application and planning appeals at Waterley Bottom: <i>I am very grateful to you for the time you have put in to looking at this issue and putting these representations together.</i>	No	N/A
06/05/2020	Compliment	Planning	Email	Comment relating to the Board's comments on a planning application and planning appeals at Waterley Bottom: <i>These are very comprehensive and add weight to the Parish Council's objections.</i>	No	N/A
07/05/2020	Compliment	LEADER	Email	Thank you for letting me know and thank you for your on going help. It has been great to have yours and James's help and advise throughout this process. You have always been on the other end of the phone/email to help us and we have really appreciated it.	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
10/05/2020	Compliment	Planning	Email	Comment relating to the Board's comments on a planning application and planning appeals at Waterley Bottom: <i>Thank you for sending me a copy of your report. It is a very thorough, well written and detailed report. Thank you for all your hard work.</i>	No	N/A
13/05/2020	Complaint	Communi- cations	Email	Telegraph Article "The Cotswolds Welcome Visitors" I read this with some surprise - this is not a good time for visitors to be welcomed here. For those of us who live in the Cotswolds and who are rigorously following self-isolation, visitors are a threat. Many people here are older, as you point out on your website. There will be another time for visitors to return, but it isn't now. Think of the people who live here. We don't yet know enough about the virus and caution is absolutely paramount. <a href="https://www.telegraph.co.uk/travel/destinations/europe/united-kingdom/england/cotswolds/articles/the-cotswolds-welcome-visitors/">https://www.telegraph.co.uk/travel/destinations/europe/united-kingdom/england/cotswolds/articles/the-cotswolds-welcome-visitors/</a>	Yes	Passed to Chief Executive and Communications Lead, to look at article that has come out as comments did not reflect what had been discussed with Telegraph by the Chief Executive. Response sent to complainant.
19/05/2020	Compliment	LEADER	Email	And thank you for all your help with this grant and claim. Our community shop has been an enormous asset to our village during this difficult time, and it was because of LEADER that we were able to build and open when we did.	No	N/A
26/05/2020	Compliment	Planning	Email	Comment relating to the Board's draft comments on the B&NES Local Plan Partial Update: <i>I am so impressed by this piece of analysis, and your recommendations ... Thank you for putting what must have been many hours of work.</i>	No	N/A
29/05/2020	Compliment	Planning	Email	Comment relating to the planning consultation information that John Mills provided in relation to the Landscapes Review: <i>Many thanks for this update; really, really helpful.</i>	No	N/A
29/05/2020	Compliment	Planning	Email	Comment relating to the Board's input into the B&NES Local Plan Partial Plan Update: <i>I must thank John immensely for the bulk of the hard work and experience.</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
	Compliment	Trails & Access	Email	I don't know if you get much feedback regarding your off-road cycling routes but I've ridden most of them now and the Hawkesbury Westonbirt route today and have enjoyed them enormously. No major problems with navigation or access just beautiful countryside all the way. Many thanks and keep up the good work.	No	Simon Smith replied to email.
11/06/2020	Compliment	Planning	Email	Comment relating to the Board's draft comments on proposed developments near Bishops Cleeve and Gotherington: <i>Many thanks for your sterling efforts.</i>	No	N/A
15/06/2020	Compliment	LEADER	Email	I wanted to share with you that I'm just reviewing the latest draft of the Gloucestershire Food Strategy, and I was delighted to read, "Gloucestershire farmers are showcasing innovation in all sectors from soft fruit to poultry. [We have] one of the most successful LEADER programmes in the UK." While the basis for the claim isn't explained, it reflects your efforts both to make the programme a success and of getting that success known widely amongst local stakeholders, so you should give yourselves socially-distanced pats on backs.	No	Acknowledged by James Webb
17/06/2020	Compliment	Planning	Email	Comment relating to the Board's objection to planning application 19/0086/CWMAJM (Oathill Quarry): <i>You put forward an exceptionally well reasoned and comprehensive report.</i>	No	N/A
17/06/2020	Compliment	Planning	Email	Comment relating to the Board's objection to planning application 19/01071/OUT, relating to the proposed development of 50 dwellings in Gotherington: <i>I believe that your papers contributed greatly to a unanimous decision to turn down this application. I can't thank you enough for your help and refusal to be intimidated on this issue. Whatever they are paying you;- it's not enough.</i>	No (except pay rise?)	N/A
18/06/2020	Compliment	Planning	Email	Comments on information provided by JM in relation to planning application 19/01071.FUL (Tewkesbury Borough): <i>Many thanks for this comprehensive and detailed email ... I really appreciate your input and expertise.</i>	No	N/A

## ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
18/06/2020	Compliment	Planning	Email	Comment relating to information provided by JM in relation to planning application M.0045/20 (Oxfordshire): <i>Thanks for all your hard work, which undertakes a vital task for the preservation and conservation of the Cotswolds.</i>	No	N/A
18/06/2020	Compliment	Planning	Email	Comment relating to information provided by JM in relation to planning application M.0045/20 (Oxfordshire): <i>I would also like to add my thanks to John for his work on this and for his analysis of the revision to the revised restoration scheme.</i>	No	N/A
24/06/2020	Compliment	Planning	Email	Comment relating to advise provided in relation to land behind Grevels Lane, Chipping Campden: <i>Thank you, John, for this very detailed summary of the position. It is most helpful.</i>	No	N/A
26/06/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application S.20/0799/FUL: <i>Excellent ... A very detailed rebuttal, hopefully no planning permission could ever be granted wish such an objection.</i>	No	N/A
26/06/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application S.20/0799/FUL: <i>Thank you for forwarding your Board's response which is extremely helpful.</i>	No	N/A
26/06/2020	Compliment	Planning	Email	Comments relating to planning application 18/0065/CWMAJM: <i>Thank you so much it is lovely to know that there are people on our side that value the peacefulness and tranquillity of this gorgeous area and that is why we all live here to get away from traffic and noise ... with your help maybe the quarry extension won't be done in such a destructive manner.</i>	No	N/A
27/06/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application MW.0045/20: <i>Just a note to thank you for a very explicit and sensible response. We are lucky yo have you as i/c Planning.</i>	No	N/A
04/07/2020	Compliment	Planning	Email	Comment relating to appeal decision for Lots 1&2, Waterley Bottom: <i>Thanks very much John for your detailed and helpful response.</i>	No	N/A
07/07/2020	Compliment	Planning	Email	Comment relating to report on Q1 review planning statistics: <i>Great piece of work. Whatever you are being paid;- it's not enough!</i>	No	N/A

## ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
07/07/2020	Compliment	Planning	Email	Comment relating to JM helping to ensure that planning application SDC/20CM009 was shown on the Stratford on Avon District Council planning portal: <i>This is wonderful! Let me take this opportunity to say thank you to you.</i>	No	N/A
09/07/2020	Compliment	Planning	Email	Comment relating to JM's response to query relating to planning application 19/0058/CHR3MJ: <i>Thanks for the very full reply.</i>	No	N/A
13/07/2020	Compliment	Grant funding (Sustainable Development Fund)	Email	<i>Firstly I would like to thank the Board for supporting the Brailes Flood Group, on which I acted as Project Co-ordinator, with a maximum financial grant in 2018 to build a large bund in a storm water retention area in Lower Brailes. So thanks to the Board, people in Brailes did not undergo the traumas and incidents of major flooding last November which are becoming more frequent with climate change, lately around every 3 - 5 years, which was once every 20 - 30 years</i>	No	N/A
14/07/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application S.20/0716/FUL: <i>Well explained, and to my mind an unassailable case that you and the NT have made.</i>	No	N/A
14/07/2020	Compliment	Planning	Email	Comment relating to the Board's response to planning application SDC/19CM023 (Warks CC): <i>Upton Estate is looking to find a new planning advisor and we were wondering whether it would be possible to find out who you use as your previous objection letter was very thoughtful and well written?</i>		
15/07/2020	Compliment	Planning	Email	Comment relating to JM persuading Natural England that their guidance on the 'duty of regard' was still valid: <i>Thanks for doing this. Fascinating what you say about NE's s.85 guidance - I had no idea about that. Well done!</i>	No	N/A
19/07/2020	Compliment	Rural Skills	Email	Course feedback; meadow plant identification (18/07/20): <i>&gt; I am writing to thank you very much indeed for arranging the Meadow plants &amp; grasslands course, held at Manor Farm, Sopworth. It was an excellent day, being well planned, fascinating and informative</i>	No	N/A
20/07/2020	Compliment	Planning	Email	Comment relating to JM's email on planning application 18/02682/FUL: <i>Very many thanks, John, for your positive reply and it's good to know that you will be submitting comments to the Inspectorate this week.</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
20/07/2020	Compliment	Planning	Email	Comment relating to JM's draft comments on planning appeal APP/F1610/W/20/3248674: <i>A very well balanced and objective submission.</i>	No	N/A
23/07/2020	Compliment	Planning	Email	Comment relating to JM's statutory consultee analysis: <i>Thanks very much for this really helpful analysis.</i>	No	N/A
27/07/2020	Compliment	Planning	Email	Comment relating to JM's statutory consultee analysis: <i>Many thanks – incredibly useful analysis.</i>	No	N/A
29/07/2020	Compliment	Rural Skills	Email	<i>I had a great weekend (despite the rain) and really enjoyed the experience. I will take a look at the Rural Skills website and think about my next course. i think Malcolm pretty much sold Hedge Laying to everyone. What a character,..!! Many thanks to you and Malcolm. The way you teach the course and explain what is required is a credit to you both.</i>	No	N/A
30/07/2020	Compliment	Planning	Email	Comment relating to the Board's submission on planning appeal APP/F1610/W/20/3248674: <i>Excellent.</i>	No	N/A
30/07/2020	Compliment	Planning	Email	Comment relating to the Board's comments on planning application 20/00107/FUL: <i>Top man Millsy.</i>	No	N/A
31/07/2020	Compliment	Planning	Email	Comment relating to the Board's comments on planning application 20/00367/FUL: <i>Thank you .. for all the time and effort, it is very much appreciated.</i>	No	N/A
31/07/2020	Compliment	Planning	Email	Comment relating to the Board's submission on planning appeal APP/F1610/W/20/3248674: <i>Very many thanks for sending me a copy of your comments on the above. Clearly your balanced approach is much more professional than ours.</i>	No	N/A
03/08/2020	Compliment	Planning	Email	Comment relating to the Board's submission on planning appeal APP/F1610/W/20/3248674: <i>Thank you for a comprehensive and objective report.</i>	No	N/A
04/08/2020	Compliment	Planning	Email	Comment relating to the Board's comments on planning application SDC/20CM009: <i>Very many thanks for your email and in particular the attached most comprehensive and considered representation.</i>	No	N/A
07/08/2020	Compliment	Rural Skills		Thanks too for the walling update. The two day course with Richard Gray was excellent.	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
08/08/2020	Compliment	Rural Skills	Email	Sad damp looking crew I must say. It was a good weekend very enjoyable even with the weather. Good to meet you and hope the move is going well. Look forward to a few more courses...	No	N/A
08/08/2020	Compliment	Rural Skills	Facebook	I went along to the Cotswold AONB Rural Skills dry stone walling course today. Just the 5 attendees and the one and only Ed. I watched from a distance and was happy how it was run. I will be taking one or two of these on in the coming months. All attendees were happy and comfortable. I am in awe of the like of Ed who thinks outside the box and makes every effort to make things happen.	No	N/A
08/08/20 - 09/08/20	Compliment	Rural Skills	Verbal / Email / Text Message	Positive response to dry stone walling course over weekend of 08 & 09th August - trainees highlighted high level of organisation and Covid-19 safeguarding; quality of instruction; good value; worthwhile experience and good use of weekend.	No	N/A
11/08/2020	Compliment	Planning	Email	Comments regarding JM's work on statutory consultee status: <i>Your work is excellent and hugely valuable.</i>	No	N/A
13/08/2020	Compliment	Planning	Email	Comments regarding JM's report on planning application S.17/2073/TEL (Stroud DC): <i>Many thanks indeed. Extremely useful briefing.</i>	No	N/A
13/08/2020	Compliment	Planning	Email	Comments regarding JM's report on planning application S.17/2073/TEL (Stroud DC): <i>Thank you so much for your full and comprehensive response to the query regarding the proposed 15 m mast in the Painswick Valley. I am delighted that there appears to be a chink of hope for the landowner and his neighbours in what had appeared to be a pretty hopeless case...Many thanks again for all you are doing to help.</i>	No	N/A
13/08/2020	Compliment	Planning	Email	Comments regarding JM's report on planning application S.17/2073/TEL (Stroud DC): <i>Thank you for this – it is very helpful.</i>	No	N/A
13/08/2020	Compliment	Planning	Email	Comments regarding JM's report on planning application S.17/2073/TEL (Stroud DC): <i>As always I continue to be impressed.</i>	No	N/A
17/08/2020	Compliment	Planning		Comments regarding the Board's response to 20/01069/OUT (Cheltenham Borough): <i>Thank you so much for copying us the CCB letter of objection. Clearly you put a lot of work into producing such a comprehensive rebuttal of the proposals.</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
27/08/2020	Compliment	Wardens	Letter	I have been asked by the Parish Council to thank you personally for the tremendous work that you have done in enhancing our experience in making the best of our wonderful AONB. Your hard work, friendly approach and great communication skills are much appreciated. We know you are a member of a great team. Strength to all of your arms!	No	N/A
06/09/2020	Compliment	Rural Skills	Email	I just thought I would contact you to let you know that all six of us had a great time on the DS walling weekend, was great fun and also learnt so much.... We all had our own agendas for doing the course and all got what we wanted out of it.... My thanks to B Angel for delivering a good fun and worthwhile course, please pass on from me.	No	N/A
09/09/2020	Compliment	Rural Skills	Email	I just wanted to say that I really enjoyed the pond life identification course on Sunday. It was so nice to be out in the fresh air with new people to chat to and new things to learn.	No	N/A
10/09/2020	Compliment	Planning	Email	Comments regarding JM's response to planning application S.20/1627/TEL (Stroud DC): <i>This is precisely, and more than I had hoped you would be able to say. Thank you so much. It is the suggested inevitability of it all that is so infuriating, but you dealt with that immaculately. Let's hope for the best.</i>	No	N/A
10/09/2020	Compliment	Planning	Email	Comments regarding JM's pre-application advice on Rowden Cottage, Nailsworth: <i>Many thanks for your time and thought put into this.</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
13/09/2020	Complaint	Trails & Access	Email	I just tried to do the 6.5m Circular walk from chipping norton but there is a problem It's step into the cotswold walk 2.I got to point 12 but after 0.75 miles there was no signposted bridleway at the junction. I took what I thought was the bridleway at the first junction and went though a field and then turned left into another field and the hedge was on my right as described but at the end there was no gate. Walkers behind and in front of me were at a loss to.So I ended up walking on the road back to Chipping Norton which wasn't so picturesque	Yes	Acknowledged by Office Manager and passed to Trails & Access Officer. These are 'Step into the Cotswolds' walks series which appear on OxfordshireCotswolds.org and were a joint partnership production by CCB and West Oxfordshire District Council and supported by Oxfordshire County Council's Countryside Service. They no longer feature on the Cotswolds AONB website. Our Wardens will check and refresh these walks.
14/09/2020	Complaint	Trails & Access	Telephone Call	Confused following Cotswold Walk 6 Kingham to Chipping Norton	Yes	Passed to Trails & Access Officer who has passed to the Wardens as it would be good to check and refresh these walks.
14/09/2020	Compliment	Trails & Access	Email	Firstly, I would like to congratulate you on the Self-Guided walks that you have provided on your website. I have now used a number of these routes and have found the route descriptions generally excellent and easily followed without the associated OS map.	Yes	Acknowledged and passed to Trails Officer to look at small typo also picked up.

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
15/09/2020	Complaint	Trails & Access	National Trail Contact Us	<p>Why is this page in Welsh when I am English and I wish to report a problem with an English footpath!!</p> <p>Just tried to do Cotswold Way circular Walk 8 Selsey and it doesn't work around Section 4 There is a bridge across the River Frome at Grid Reference SO 82618 04540 (what3words reference is marker/springing/worker). This bridge has been closed since March and is awaiting a major repair. With the current Covid and economic situation, it could be very long wait! I appreciate that it would take time to redo the actual walk leaflet, but at least please put a warning on the relevant page to say the bridge is impassable, and to walk the full length of the old railway track to traffic lights at GR SO 81328 04550. As you state this is your most popular walk, it will save many others setting off on fools errand to cross the river! (And please make sure the website defaults to English for users in England!)</p> <p>Response from Complainant to OM email: That's great! Many thanks for quick response and action to review the PDF walk. Keep up the good work - much appreciated!</p>	Yes	Office Manager apologised and thanks for bringing to attention. Natural England have been advised of the website issue with the Welsh page (as they manage the National Trail website that the issue was with). PDF on our self-guided walks page will be reviewed and updated by Trails & Access Officer.
15/09/2020	Comment	Rebranding	Social media	It doesn't make sense to me. What purpose does "national" serve in this logo? Isn't the point the Cotswolds has a specific landscape? Is it part of a national scheme?	No	
16/09/2020	Comment	Rebranding	Social media	so you chose to ditch 'outstanding', 'beauty', 'natural' for "National" ? GOSH.....just gosh!	No	
16/09/2020	Comment	Rebranding	Social media	Lord Gardiner? ... the same Lord Gardiner that's a proud member of the Kimblewick Hunt? The same hunt that released a poor fox to the hounds in December?? Criminals with criminal records ...Surely, friends of Charlton Kings aren't bloodthirsty cub killers - are they? <a href="https://www.bbc.co.uk/news/uk-england-oxfordshire-50562260">https://www.bbc.co.uk/news/uk-england-oxfordshire-50562260</a>	No	

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
16/09/2020	Comment	Rebranding	Social media	Are you having a laugh. That man (Sir Geoffrey Clifton-Brown) supported building houses and a car park in an area of outstanding natural beauty, over a town's boundary and next to a school, polluting childrens lungs while they play , in Wotton under edge Gloucestershire. He has No respect for The AONB!!!!	No	
16/09/2020	Comment	Rebranding	Social media	>Ah, but but but... that is different because old Harry that he went to school with was the developer and he's a top bloke, yah?	No	
16/09/2020	Comment	Rebranding	Social media	Well that's ruined it. > it really, really has....	No	
15/09/2020	Comment	Rebranding	Social media	Good colour, strong logo, name doesn't exactly trip off the tongue, "what we do" - Face with monocle barely, but undoubted improvement. Now need to live up to the claim of "for everyone" and get more demographics using the Cotswolds - younger, ethnically diverse	No	
15/09/2020	Comment	Rebranding	Social media	Why not a national park	No	
15/09/2020	Comment	Rebranding	Social media	What's a national landscape?	No	
15/09/2020	Comment	Rebranding	Social media	5 years behind national landscape being rejected. AONB Vs National Landscape: What's in a name?	No	
15/09/2020	Comment	Rebranding	Social media	Sorry to be a naysayer, but I don't get the new name - 3 words that don't sit together well and are a bit meaningless, whereas everyone understands what an AONB is (if it's a little clunky). Just carry on the good work, I say! #Cotswolds #design	No	
15/09/2020	Compliment	Rebranding	Social media	Love this Thumbs up Happy launch day. New name and logo is brilliant Party popper	No	
15/09/2020	Compliment	Rebranding	Social media	Love it!	No	
15/09/2020	Compliment	Rebranding	Social media	Round of applause	No	

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
15/09/2020	Compliment	Rebranding	Social media	Fantastic news	No	
15/09/2020	Compliment	Rebranding	Social media	Exciting new look!	No	
17/09/2020	Compliment	Rebranding	Email	Looks fab	No	
17/09/2020	Compliment	Rebranding	Email	Thanks for sharing – excellent!	No	
17/09/2020	Compliment	Rebranding	Email	Thanks for the update, new branding is looking good!	No	
17/09/2020	Compliment	Rebranding	Email	I like it!	No	
18/09/2020	Compliment	Rural Skills	Email and group response throughout event	It was a great afternoon and experience for all of us.	No	
23/09/2020	Compliment	Planning	Email	Comment relating to the Board's comments on development at Buschcombe Lane, Woodmancote: <i>Thank you very much for your quick response yesterday that provides a lot of interesting information. I feel more hopeful that the view will be restored and the present planning application will be refused.</i>	No	N/A
23/09/2020	Compliment	Planning	Email	Comment relating to info provided by JM regarding the level of protection afforded to the AONB: <i>Many thanks, this is very useful indeed.</i>	No	N/A

**ITEM 14 APPENDIX A**

25/09/2020	Complaint	Trails & Access	Email	<p>Many of our clients stay at the Royal George in Birdlip. We give them instructions how they can leave the trail just before it crosses the road on Birdlip Hill - they go through the woods, cross a field and find the Royal George's car park. We do this to avoid walking on the dangerous road leading to the main entrance of the hotel. This particular client could not find the path we highlighted for him and walked on the road instead. He got there fine, but he complained about the safety of the road and not being able to find the safer route. I am wondering if it would be possible to signpost it maybe? Please contact me via email and I will be happy to send you the map and some pictures of the section in question.</p>	Yes	<p>Trails Officer to contact company who have passed this feedback on to understand more about the Safer Route they are advising clients to follow, and explain what is happening re A417 Missing link and the Cotswold Way.</p>
------------	-----------	-----------------	-------	---	-----	--

## ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
27/09/2020	Complaint	Trails & Access	Email	<p>We have been enjoying walking the Cotswold Way as a family over the last few months, a small section at a time. All has been brilliant and very well signposted until today when we walked from Tormarton to Cold Ashton. The only sign we found in Tormarton was In the centre of the village after the church. We found our way to the motorway and after crossing the bridge we were pleased to find a sign marking the way across some farmers land. The way then seemed to signpost across the A46, approaching a well known dogging site. Once you cross the road it's really unclear and we managed to navigate ourselves into a woodland where unfortunately we saw far more than we would have hoped for! Please can you remove any old signage and clarify the actual route. It has clearly been rerouted over the years. It was such a shame as we have so been enjoying this through these strange times with our three daughters and are on the final stretch. It certainly gave us something to talk about tod</p>	Yes	<p>Trails Officer to look into signage issues reported, also speak to PROW over ongoing problems at Tormarton and the woods. Police have already been involved to try to prevent the woods being used in this way.</p>
28/09/2020	Complaint	Rural Skills	Email	<p>DSW courses during Covid-19  <i>To say I am not happy with this is an understatement &amp; I would love to know what the problem that has just come up is?</i>  <i>This is the third date that has been offered to me with always a last minute problem. I appreciate the current restrictions but last time I saw this weeks course on your website before yesterday there were still vacancies. If I can't be on this course then please give me a full refund immediately</i></p>	Yes	<p>Rural Skills Officer replied and full refund given</p>
29/09/2020	Compliment	Planning	Email	<p>Comments regarding the National Landscape's draft response to the Government's 'Changes to the Current Planning System' consultation: <i>JAMES: Both Matt and I agree that you've done a good job and to be fair we have very little to add. We liked your writing style and you made some very convincing points. Thanks again for sharing you workings out - I'd welcome the opportunity to continue working like this on future projects and consultations. MATT: The CCB have done a pretty good job ... it largely backs up what we've said. They also raise a particularly good and glaringly obvious point about the proposed extension of PiPs to major development, which I wish our response had made.</i></p>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
30/09/2020	Compliment	Planning	Email	Comments relating to the Board's response to proposed measures to enhance tranquillity in Limpley Stoke: <i>Thank you for your very supportive response ... I am sure that your words of encouragement will be much appreciated here in the village ... I have no doubt that the Parish Council will formally respond in appreciation of your very valued support.</i>	No	N/A
04/10/2020	Compliment	Planning	Email	Comments regarding the Board's input into addressing issues at Pipeley Barn: <i>Thank you so much for looking into the various issues that have arisen at Pipeley Barn ... It is good to hear that you are able to follow progress, and we really appreciate being kept up to date.</i>	No	N/A
30/09/2020	Complaint	Trails & Access	Email	I've just done the superb Cotswolds Way Circular walk called 'Bruce Train Friendship Train -Beacons, Commons and Woods. The directions were very clear apart from a tiny but fairly important mistake and one blurry discription that needs clarity	Yes	Acknowledged and passed to Trails Officer to look into.
01/10/2020	Compliment	Trails & Access	Email	Thanks so much for your swift reply. I'm going to do the other Cotswold circular walks over the next weeks. They are SO well conceived. Congratulations.	No	N/A
05/10/2020	Compliment	Planning	Email	Comments relating to the Board's draft response to the Government's 'Changes to the Current Planning System': <i>Thanks for sharing! I must say that I very much appreciated how you had presented your response, in particular how you set the context for the response overall at the beginning with regard to the NPPF's approach to sustainable development, and also introducing and summing up each section. That really adds a lot of clarity and strength to the case made.</i>	No	N/A
06/10/2020	Compliment	Planning	Email	Comments relating to the collaboration between the two Boards on responding to the Government's 'Changes to the Current Planning System': <i>It's really good to know that you have this all covered so well, and people appreciate it ... this shows tangible impact, which is great!</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
08/10/2020	Compliment	Planning	Email	Comments relating to the Board's response to 20/06360/FUL (Wiltshire CC): <i>I'm grateful that you took the time to respond, and that you made particular reference to my clients property in your response.</i>	No	N/A
09/10/2020	Compliment	Planning	Email	Comments relating to JM's email on the House of Commons debate on proposed planning reforms: <i>This is really good to hear. Excellent joined up work with CPRE showing how we can get to the heart of a strategic issue very effectively.</i>	No	N/A
12/10/2020	Compliment	Planning	Email	Comments on the Board's response to the Government's 'Changes to the Current Planning System' consultation: <i>Many thanks John – great response.</i>	No	N/A
18/10/2020	Complaint	Cotswold Way	Email	Cotswold way purposely barricaded and blocked including barbed wire between Stanton and Broadway by aggressive farmer/smallholder. Verbal abuse by both husband and wife.	Yes	Trails and Access Officer contacted PROW, The County Council have identified the location and landowner and have been in discussions with them.
19/10/2020	Compliment	Administration	Email	Asking about CCB Fact Sheet on Limestone Grassland Restoration Case studies 2002 - 7 which was recently removed from new website. <i>That's the one! Well done for finding it and thanks for going to the trouble to help. I've been taking undergraduate students to these 2 locations for 20 years and approaching half way through that time this fact sheet was produced. It was a complete coincidence that it covered the same places, but mightily useful! I hadn't downloaded it because I just assumed it would always 'be there'. Many thanks again, Nick. Prof Nick Evans, Professor of Rural Geography, University of Worcester.</i>	No	N/A
21/10/2020	Compliment	Planning	Email	Comment on the Board's response to planning application 20/00734/FUL (Tewkesbury Borough Council): <i>Many thanks for your response, which is much appreciated. I think Bob Ristic [case officer] will welcome this.</i>	No	N/A

## ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
21/10/2020	Compliment	Rural Skills	Email	email 19/10/20 – bush-craft course - I have just written my thanks to Stu and I thought I would send you a thankyou note too – I very much enjoyed the course and Stu is a wealth of information and very easy going too!	No	N/A
21/10/2020	Compliment	Rural Skills	Email	email 20/10/20 – beginners dry stone walling course - Hi Ed, thanks for organising the walling course last week, myself and Tyler really enjoyed it and are well into preparing to rebuild about 8 metres of our wall. I think in some ways the distancing helped as whatever we achieved was purely our achievement and the mistakes our mistake	No	N/A
22/10/2020	Compliment	Planning	Email	Comment on the Board's response to Mr Lane's planning query: <i>Thank you for your helpful and very prompt response.</i>	No	N/A
26/10/2020	Compliment	Rebranding	Meeting	Really impressed with the new logo; said it was excellent	No	N/A
27/10/2020	Compliment	Planning	Email	Comments on information provided by John Mills re. solar panels on domestic property: <i>Thank you so much – that is very helpful.</i>	No	N/A
27/10/2020	Compliment	Planning	Email	Comment on the Board's response to planning application 20/0293/FUL: <i>Very grateful to you John. This is helpful.</i>	No	N/A
27/10/2020	Compliment	Rebranding	Tel call	Said the website looked great, very easy to navigate and find what you want. Caring for the Cotswolds info very clear and informative.	No	N/A
28/10/2020	Compliment	Planning	Email	Comment on the Board's response to planning application MW.0149/18: <i>Thanks John for a really good response from the Board.</i>	No	N/A
28/10/2020	Compliment	Planning	Email	Comment on the Board's response to planning application MW.0149/18: <i>Excellent response John: coming after our brief discussion of the merits/demerits of quarrying yesterday this really says it all.</i>	No	N/A
28/10/2020	Compliment	Planning	Email	Comment on the Board's response to planning application MW.0149/18: <i>I must say that your response on behalf of CCB is excellent and fits the bill very well- many many thanks.</i>	No	N/A
28/10/2020	Compliment	Planning	Email	Comment on the Board's response to planning application MW.0149/18: <i>Excellent response John, may thanks.</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
28/10/2020	Compliment	Planning	Email	Comment on the Board's response to planning application MW.0149/18: <i>Good response – many thanks.</i>	No	N/A
28/10/2020	Compliment	Planning	Email	Comment on the Board's response to planning application MW.0149/18: <i>Brilliant response.</i>	No	N/A
28/10/2020	Compliment	Rebranding	Email	Said he likes the new Cotswolds National Landscape logo	No	N/A
29/10/2020	Compliment	Planning	Email	Comments on the Board's response to planning application 20/08205/FUL (Wiltshire): <i>Thank you very much for your email and more importantly thank you very much for taking an interest in this planning application. I really am most grateful to you for pointing out to the council the matters that they should take into account when considering the application.</i>	No	N/A
03/11/2020	Compliment	Rural Skills	Verbal	Positive feedback from newly qualified professional wallers	No	N/A
03/11/2020	Compliment	Rural Skills	Email	Many thanks for organising the walling course through many trials and tribulations and for your support on the final, and rather gruelling, day. Kath also did an excellent job seeing us through to the finishing post	No	N/A
03/11/2020	Compliment	Planning	Email	Comments on the Board's Proof of Evidence for the Gotherington appeal inquiry: <i>WOW...that is an incredible amount of work that you have put in. I sincerely hope that the appeal goes our way and that you can look back on this in a few months' time and be proud of the role you played.</i>	No	N/A
03/11/2020	Compliment	Planning	Email	Comments on the Board's response to the Planning White Paper consultation: <i>Excellent...again!</i>	No	N/A
04/11/2020	Compliment	Rural Skills	Email	Just wanted to say thank you so much for getting us the places on this weeks walling course. We have had a brilliant day today and are looking forward to day 2. Both Nigel and yourself are superstars :)	No	N/A
06/11/2020	Compliment	Planning	Email	Comments on the Board's Proof of Evidence for the Gotherington appeal inquiry: <i>A tremendous amount of work and the cross referencing required – actually very helpful for all of us on the Committee.</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
06/11/2020	Compliment	Planning	Email	Comments on the Board's further comments relating to planning application 20/0030/CWMAJW (Glos CC), in response to the applicant's rebuttal of our original objection: <i>Well defended.</i>	No	N/A
06/11/2020	Compliment	Planning	Email	Comments on the Board's response to the Planning White Paper consultation: <i>Thank you very much John ... Can't say that now that is out of the way you can take a breather, as the work keeps piling in – so just congratulate yourself with a quiet pat on the back.</i>	No	N/A
06/11/2020	Compliment	Planning	Email	Comments on the Board's further comments relating to planning application 20/0030/CWMAJW (Glos CC), in response to the applicant's rebuttal of our original objection: <i>Thanks for taking the time to respond to the agent's review of the CCB's objection which I thought well written.</i>	No	N/A
09/11/2020	Compliment	Planning	NAAONB Basecamp	Comments on the Board's response to the Planning White Paper consultation: <i>Great letter John!</i>	No	N/A
03/11/2020	Compliment	Wardens	letter	Thank you for all the work in our village. It has made a big difference to local residents and visitors.	No	NA
04/11/2020	Compliment	Trails & Access	email	Thank you so much for your advice - query on the beech trees along the Trail at Lineover	No	NA
04/11/2020	Compliment	Trails & Access	email	Thank you for your wonderful trails and information. It gives me much enjoyment	No	NA
06/11/2020	Compliment	Rural Skills	Email	The course was very enjoyable and Nigel was an excellent teacher, providing a good balance of guidance and letting us get on with it. Hopefully I can put my new skills to use in the future.	No	N/A
10/11/2020	Compliment	Rural Skills	Email	Many thanks again to John and yourself, we are getting great compliments on the finished look!	No	NA
23/11/2020	Compliment	Trails & Access	Email	In response to a description of the Cotswold Riders Way; "Gosh, that's brilliant, what a project".	No	NA
24/11/2020	Compliment	Nature Recovery	Email	Comment on draft nature recovery plan papers "Simon think you have done a fantastic job in getting these together"	No	NA

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
25/11/2020	Compliment	Planning	Email	Comments relating to query on development at Waterworks Cottage, Bath: <i>I very much appreciate your assistance yesterday re Waterworks cottage.</i>	No	N/A
27/11/2020	Compliment	Planning	Email	Comments relating to the draft Planning & Development and Housing Position Statements: <i>Thank you very much for the excellent papers which I have just scanned. A great deal of work and thought has been put into these ... and thank you for making them so readable! Much appreciated.</i>	No	N/A
30/11/2020	Compliment	Planning	Email	Comment regarding JM's opening statement at the Gotherington planning appeal inquiry: <i>Well done. You came across as confident and put your points across very clearly.</i>	No	N/A
01/12/2020	Compliment	Nature Recovery	Email	Sample content for nature recovery plan described as excellent	No	NA
02/12/2020	Compliment	Planning	Verbal	Comment regarding JM's performance under cross-examination at the Gotherington planning appeal inquiry: <i>You did well to stick to your guns.</i>	No	N/A
04/12/2020	Compliment	Planning	Email	Comment regarding JM's performance during the Gotherington planning appeal inquiry (including cross examination of appellant's witnesses and closing statement): <i>You did well.</i>	No	N/A
05/12/2020	Compliment	Planning	Email	Comment regarding JM's performance under cross-examination at the Gotherington planning appeal inquiry: <i>I thought Mr Garvey [the appellant's barrister] was tough on the witnesses ... I felt he did on times treat you and Mr Ryder a little like criminals but you both held your own.</i>	No	N/A
07/12/2020	Compliment	Planning	Email / NAAONB Basecamp	Comment regarding JM's role in the Gotherington planning appeal inquiry: <i>Wow John, that is a huge achievement! Whatever the outcome of the appeal you will have significantly increased the profile of the Board in planning matters and it sounds like you have also strengthened relationships with the LPA.</i>	No	N/A
07/12/2020	Compliment	Planning	Email	Comment regarding JM's role in the Gotherington planning appeal inquiry: <i>Great work John, well done!</i>	No	N/A

## ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
08/12/2020	Compliment	Planning	Email	Comment regarding JM's response regarding a proposed site allocation in the Stroud Local Plan: <i>Many thanks for your comprehensive response.</i>	No	N/A
08/12/2020	Compliment	Planning	Email	Comment relating to query on development at Waterworks Cottage, Bath: <i>I just wanted to say a very big Thank you for taking the time and interest to contact BaNES planning re Waterworks Cottage ... I really appreciate your help.</i>	No	N/A
08/12/2020	Compliment	Planning	Email	Comment relating to JM's input on the M5 J9 / A46 proposal: <i>A belated thank you for your e-mail of 25th November sharing feedback on the Ashchurch Rural Development Plan and the M5 J9/A46 scheme. This provides a lot of interesting detail around the specific factors and policies which the Cotswold National Landscape expect developers to take into account when considering new infrastructure development.</i>	No	N/A
09/12/2020	Compliment	Planning	Email	Comment regarding JM's role in the Gotherington planning appeal inquiry: <i>Thank you so much for this ... I am very grateful for all the time and trouble you have been put to over this.</i>	No	N/A
09/12/2020	Compliment	Planning	Email	Comment regarding JM's role in the Gotherington planning appeal inquiry: <i>Well done John. This is a sound piece of work that will serve us well in the future. I especially like your reflections document and this can serve as good lessons learned. The point you make about the collaborative working with Tewkesbury is well made and we need somehow to share this with the other planning groups.</i>	No	N/A
10/12/2020	Compliment	Planning	Email	Comment regarding JM's role in the Gotherington planning appeal inquiry: <i>I just wanted to drop you an email to thank you for your time and support at last weeks planning inquiry.</i>	No	N/A
14/12/2020	Compliment	Planning	Email	Comment relating to response to Hornton Quarry planning application consultation (Ref: 20/02453/F): <i>Thank you for your helpful report ... Your report helped in the [Cherwell DC planning committee] meeting. And was very well received by local residents.</i>	No	N/A
14/12/2020	Compliment	Planning	Email	Comment relating to response to Rollright Quarry planning application (Ref: MW.0105/20): <i>Thank you very much for this John. Very good response.</i>	No	N/A

## ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
15/12/2020	Compliment	Planning	Email	Comment regarding JM's role in the Gotherington planning appeal inquiry: <i>Thanks so much for sending through the reflections document and your closing statement. You've done a really good job in my opinion. I've acted as a Rule 6 party myself and I know just how stressful it can be. I've particularly admired your attention to details – good presentation, precise references, coherent tabulation. These can make all the difference in a close case, especially if the other side is shoddy. I'm sure inspectors appreciate it when you go the extra mile as it makes their lives easier. Fingers crossed for a good outcome, even though we seem to be facing into a headwind. Whatever the result, you can take satisfaction in a job well done, and the fact that much of your work will be applicable in future cases.</i>	No	N/A
16/12/2020	Compliment	Planning	Email	Comment regarding JM's role in the Gotherington planning appeal inquiry: <i>I just wanted to say thank you for making such a strong representation against the planning application for 50 houses in Gotherington the other week at the planning Inquiry ... We were all really impressed by your statements and cross examinations and I just wanted to thank you for going above and beyond to support TBC rejection of this application.</i>	No	N/A
18/12/2020	Compliment	Planning	Email	Comment regarding JM's input to planning applications 19/02449/FUL and 20/00114/FUL (Cheltenham): <i>I would like to thank you deeply for all the consideration and support that you gave to these applications.</i>	No	N/A
18/12/2020	Compliment	Planning	Email	Comment regarding JM's involvement in the North Cotswolds quarry cluster: <i>Your support for addressing the bigger picture across this area and reducing impacts that quarrying is having is much appreciated.</i>	No	N/A
21/12/2020	Compliment	Planning	Email	Comment regarding the Board's response to Stratford on Avon District Council's Site Allocations Plan consultation: <i>Many thanks for this robust response .</i>	No	N/A
03/01/2021	Compliment	Planning	Email	Comment regarding the draft Planning & Development and Housing Position Statements: <i>I must say what you have done is an impressive piece of work.</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
04/01/2021	Compliment	Planning	Email	Comment regarding JM's role in helping to ensure that the Government didn't adopt their proposed standard method for calculating housing need (through the Board's responses to the Government's proposed planning reforms): <i>That is a very good outcome. Well done for your input to this.</i>	No	N/A
14/01/2021	Compliment	Cotswold Way	email	Just wanted to share that I have received so many positive comments from our members who enjoyed the webinar today.	No	email of thanks for invite
14/01/2021	Compliment	Wardens	email	I wanted to send my thanks to those of you responsible for all the good works underway on the footpaths.	Yes	Email to acknowledge
15/01/2021	Compliment	Planning	Email	Comment regarding JM's input into the Gotherington planning appeal inquiry: <i>I agree that although the result was not what we wanted there are some important findings for the Cotswolds ANOB and ANOB generally. I knew the argument advanced by the appellants on the paragraph 172 issue and footnote 6 was wrong so well done for pursuing the point.</i>	No	N/A
18/01/2021	Compliment	Planning	Email	Comment regarding JM's input into the Gotherington planning appeal inquiry: <i>Well done, a great decision albeit not the outcome you wanted. I think para 46 alone justifies the time you put into this – “My conclusion on this main issue is different to that of the previous Appeal Decision on this site. However, I do not know what evidence was presented to this Inspector; and the evidence presented to me, particularly the effects from the AONB, have led me to a different opinion”.</i>	No	N/A
19/01/2021	Compliment	Planning	Email	Comment regarding the draft Planning & Development Statements: <i>The Mendip Hills AONB Partnership wish to congratulate Cotswolds National Landscape on the tremendous amount of work that has gone into the production of this Position Statement. It is a comprehensive and extremely useful document, giving clear, thoroughly evidenced guidance. Having a suite of Position Statements across the AONBs such as this, would be the gold standard to aspire to help conserve and enhance our protected landscapes. This is certainly what we at Mendip Hills AONB are working towards enable the right development in the right place.</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
21/01/2021	Compliment	Planning	Email	Comment regarding the draft Planning & Development and Housing Position Statements: <i>Thank you very much for the exceptional job which you have done putting this excellent guidance together.</i>	No	N/A
21/01/2021	Compliment	Planning	Email	Comment regarding the draft Housing Position Statement: <i>The likes of you and Claire Tester [High Weald AONB Planning Officer] et al help to strengthen the AONB family as a whole, and that can only be good.</i>	No	N/A
01/02/2021	Compliment	Planning	Email	Comment relating to our response to planning application 20/00943/FUL (Stratford): <i>Thankyou John. I personally believe that you have summed it up perfectly in regard to AONB. The council has to regard the overwhelming significance of your objection.</i>	No	N/A
08/01/2021	Compliment	Planning	Email	Comment regarding our advice relating to Charlbury Cricket Club: <i>Thanks very much, that's been very helpful.</i>	No	N/A
17/02/2021	Compliment	Nature Recovery	E-mail	Comment re Big Chalk <i>"... you are absolutely setting the pace across the network and it is great to see..."</i>	No	N/A
09/02/2021	Compliment	Caring for the Cotswolds	Email	It is less than one month since I first rang James and he immediately understood what the Trustees aims were and facilitated today's outcome. I have thanked him but I also want you to know that we think he has handled this matter very well and we look forward to the funds being applied to the agreed projects.	No	Follow up email by Andy Parsons
10/02/2021	Compliment	Landscape Enhancement Initiative	Verbal during a national webinar	Cotswolds cited on several occasions as an AONB that has maximised the benefits offered by the scheme. Only 1 other AONB has 3 projects like us. One of our applications using film was cited as good practice.	No	N/A
01/03/2021	Compliment	Planning	Email	Comment regarding draft MP Briefing Note: <i>This is very good.</i>	No	N/A
01/03/2021	Compliment	Planning	Email	Comment regarding draft MP Briefing Note: <i>I agree with your report to the extent that I have incorporated your wording into my draft response.</i>	No	N/A
02/03/2021	Compliment	Planning	Email	Comment regarding draft MP Briefing Note: <i>This is a helpful brief for our MPs.</i>	No	N/A
02/03/2021	Compliment	Nature recovery	Email	Comment re the development of Big Chalk <i>"Well you're doing a grand job..."</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
02/03/2021	Compliment	Nature Recovery	Email	Comment re the development of Big Chalk "Sincere thanks for all your amazing work on this"	No	N/A
02/03/2021	Compliment	Planning	Email	Comment regarding response to South Gloucestershire Local Plan consultation: <i>Thank you for sharing this well considered response ... You have made some important points ... it makes a clear case for a balanced consideration of landscape and development needs. Well done.</i>	No	N/A
03/03/2021	Compliment	Rural Skills	Email	I have really enjoyed the courses I have done, and wish you all the best for the re-start.	No	N/A
04/03/2021	Compliment	Planning	Email	Comment regarding response to student dissertation query: <i>That is all really helpful and I can't thank you enough for your help</i>	No	N/A
04/03/2021	Compliment	Planning	Email	Comment regarding advice on dark skies / light pollution in Long Compton: <i>Brilliant, thank you very much for your expedient and detailed reply to my email ... I really appreciate your kind attention, thank you again for your professional expertise and advice.</i>	No	N/A
09/03/2021	Compliment	Rural Skills	Email	Thanks again for taking time to coordinate these placements – they are looking really good and fantastic opportunities for the students	No	N/A
11/03/2021	Compliment	Nature Recovery	Email	Comment on draft nature recovery plan; "What you have put together is really good... It is an extremely useful collation of thinking to date. Brilliant".	No	N/A
12/03/2021	Compliment	Planning	Email	Comment regarding input to NAAONB Basecamp discussion on potential statutory consultee status: <i>I just wanted to support what John Mills has said and thank him for the detailed work on the implications which will help all of us if we do 'get what we wish for'.</i>	No	N/A
16/03/2021	Compliment	Planning	Email	Comment regarding info that JM provided on how we track planning applications: <i>A typically comprehensive, informative and useful email John. Thank you kindly.</i>	No	N/A

## ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
17/03/2021	Compliment	Planning	Email	Comment regarding correspondence on the Cotswolds AONB boundary marker stones and the possibility of a new one being installed at Elmley Castle: <i>Thank you for your email John. If I don't speak to you again re marker stones, I want to say thank you so very much for your time and always responding back to me. I have enjoyed learning many things about these stones from you. You truly have been great.</i>	No	N/A
18/03/2021	Compliment	Planning	Email	Comments regarding the Board's response to planning application 21/00019/FUL: <i>Thank you so much for this thoughtful and comprehensive report... In this particular case I am the ward member so therefore will be presenting your report to the PC and I'm sure they will appreciate it almost as much as I.</i>	No	N/A
18/03/2021	Compliment	Rural Skills	Email	Just to let you know that I did some coppicing today! A project over at Coates with FWAG. We made three different products and it was great to finally use the skills you taught us, thanks.	No	N/A
18/03/2021	Compliment	Planning	Email	Comments regarding our response to planning application 21/00019/FUL (Tewkesbury BC): <i>Thank you so much for forwarding a copy of your response ...Your extremely clear and comprehensive report is very much appreciated.</i>	No	N/A
22/03/2021	Compliment	Planning	Email	Comments regarding our response to planning application 20/03326/OUT (Stratford on Avon DC): <i>Thank you John. An excellently written and objective view on the importance of a significant local asset. It is heartening to see the protection and preservation of our wonderful landscapes in action and pleasing to read your views in respect of these.</i>	No	N/A
23/03/2021	Compliment	Planning	Email	Comments regarding our response to planning application 21/04673/FUL (Cotswold District): <i>I am very grateful to you for sight of your excellent submission; and indeed, for the considerable effort which has clearly gone into it. I have a (perhaps misguided) hope that with representations like yours we can defeat this application.</i>	No	N/A
24/03/2021	Compliment	Planning	Email	Comments relating to planning application 20/04673/FUL: <i>An excellent and well researched response - well done!</i>	No	N/A

ITEM 14 APPENDIX A

Date received	Type (comment, compliment or complaint)	Service area	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?
27/03/2021	Compliment	Planning	Email	Comments regarding our response to planning application 20/00943/FUL (Tewkesbury BC): <i>Your objection I believe has been instrumental in the developer now withdrawing their application as it was most likely destined for council refusal. Thank you so much.</i>	No	N/A
31/03/2021	Compliment	Nature Recovery	Email	Comment on nature recovery plan <i>"You have done an amazing job on putting all this together... Well done!"</i>	No	N/A