

COMMENTS, COMPLIMENTS AND COMPLAINTS

Summary: To provide an Annual Summary of performance for the Comments, Compliments and Complaints Policy and Process 2020/21.

Recommendation: That the comments, compliments and complaints be noted

Reviewed by the Executive Committee: No

If yes, the Committee's comments:

Report by: Mandy Pressland – Office Manager

INTRODUCTION

1. The Board has previously agreed a [Comments, Compliments and Complaints Policy](#) and Process, incorporating an annual reporting arrangement.
2. The paper at Appendix 'A' gives an illustrative summary of the comments, compliments and complaints received by the Board over the 2020/21 year.
3. This was an unusual and challenging year with COVID-19 changing the way we were able to work, and what we were able to progress, adding to some frustrations.
4. Nine complaints were received during this period, all were responded to promptly.
5. 181 compliments were recorded.
 - Planning, John Mills (126) for the time and effort put into responding to planning applications, local plans and other consultations, including England's Economic Heartland Integrated Sustainability Appraisal Scoping Report; the Government's 'Changes to the Current Planning System'; Gotherington Planning Appeal inquiry; North Cotswolds quarry cluster; our new Housing and Landscape-Led Position Statements.
 - Rural Skills (19) citing how enjoyable and well organised the courses were, and how satisfied they were with COVID-19 Safety arrangement. Edward Bonn and Della Morris worked hard to manage Rural Skills booking expectations to keep candidates advised of course date changes due to ever changing COVID-19 restrictions.
 - Cotswolds National Landscape (12) regarding the new name and logo, and 11 mixed general comments were also recorded.
 - Voluntary Wardens and Becky Jones (9) for all the work they put in to maintaining the Cotswold Way and other paths and sites around the Cotswolds. On top of these there are also the entries in the [Cotswold Way Hall of Fame](#) on our website which continues to show how much their efforts to keep the trail accessible is appreciated and the results enjoyed.
 - Simon Smith Nature Recovery (7), for support and work progressed with Big Chalk and the Nature Recovery Plan.
 - LEADER, James Webb (3) regarding the support provided to applicants and the success of the Cotswold LEADER programme.
 - Other compliments can be viewed in Appendix A.

SUPPORTING PAPERS

- Appendix A – Annual Summary of Comments, Compliments and Complaints 2020/21