

Comments, Compliments & Complaints 2019/20

Date received	Type (comment, compliment or complaint)	Service area	Format	Overview	Action Required (yes or no)	What action was taken?
02/04/2019	Compliment	Rural Skills	Email	Thanks for those and thank you so much for such an enjoyable and informative day on Friday. I had a fabulous time and have become a complete coppicing bore to anyone who will listen!	No	N/A
03/04/2019	Compliment	Planning	Verbal	"Like the cavalry coming to the rescue!". This is what Jim Astle said to John Mills regarding John's performance, under cross-examination by the appellant's barrister, at the public inquiry related to the proposed development of 68 dwellings at Stonesfield (which the Board is objecting to).	No	N/A
04/04/2019	Compliment	Planning	Email	"I saw your impressive tour do force yesterday - congratulations." - comment made by David Lines, via email, to John Mills regarding John's performance the previous day, including under cross-examination by the appellant's barrister, at the public inquiry related to the proposed development of 68 dwellings at Stonesfield (which the Board is objecting to).	No	N/A
05/04/2019	Complaint	Agency	Letter	31/03/2019 arrived at the Discovery Centre to find all signs missing, building covered in scaffolding and carpark cordoned off.	Yes	Reply with explanation sent by Office Manager
06/04/2019	Compliment	Planning	Email	"I wanted to send a note of personal thanks on behalf of Sustainable Stonesfield for your efforts over the past week ... thank you so much for the time and effort you put into supporting our cause". Comment made by Richard Morris, via email, to John Mills regarding John's contribution to the Rule 6 Party's case at the public inquiry relating to the proposed development of 68 dwellings at Stonesfield (which the Board is objecting to).	No	N/A
06/04/2019	Compliment	Planning	Email	"Thank you for your support over the past week. We have no idea how it went but are confident we gave it our best. The support we got played a big part in that and we are very grateful". Comment made by David Lines, via email, to John Mills regarding John's contribution to the Rule 6 Party's case at the public inquiry relating to the proposed development of 68 dwellings at Stonesfield (which the Board is objecting to).	No	N/A

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08/04/2019	Compliment	Planning	Email	"Thank you very much for all your help throughout the process and particularly at the Public Inquiry. Your evidence was invaluable and the manner in which you delivered it was most impressive". Comment made by Jim Astle, via email, to John Mills regarding John's contribution to the Rule 6 Party's case at the public inquiry relating to the proposed development of 68 dwellings at Stonesfield (which the Board is objecting to)	No	N/A
11/04/2019	Compliment	Project Development	Email	Sorry to be so slow to look at you EoI for the Green Ribbon but having done so just now, I just wanted to thank you for putting together such an impressive and fluent document, full of inspiring ideas and text	No	N/A
24/04/2019	Complaint	Self Guided Walks	Email	<p>We managed to navigate this route via the Cotswold Way despite your erroneous initial directions, which led us on a wild goose chase. The directions start at St John's Church in Old Sodbury by telling us to go through the Churchyard and then</p> <p>"Through the gate bear diagonally right on the grass towards (but not through) a kissing gate 1 in the hedge at the bottom. Here turn right on a level grassy path and follow a line of overhead cables, keeping to the right of a pond. Carry on through a series of gates"</p> <p>But this is completely wrong. Does anyone actually check these descriptions?</p> <p>For the record, although we found the kissing gate referred to, there is only one signposted footpath there. That involves going through this gate. On the other side of this gate there is a level grassy path and a line of overhead cables – is this what you are intending to refer to?. If one does progress through the gate there is then nowhere to turn right. It is impossible to follow the directions as stated. There is no level grassy path before proceeding through the said gate and no overhead cables there.</p>	Yes	RJ Trails and Access Officer responded and reviewed the walk.
03/05/2019	Compliment	Cotswold Lion - issue 41	Email	Looking forward to a great new Lion.	No	N/A

ITEM 16 APPENDIX A

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09/05/2019	Compliment	Cotswold Way	Email	Just finished Cotswold Way. Very impressed with the signs. Thank you to all who work hard to keep it easy to follow.	No	
17/05/2019	Complaint	Discoverer Pass	Email	<p>I'm a tourist traveling via bus around cotsworld, I bought the discovery pass two days in a row and has been refused services throughout my trip, yesterday by buses 801 855 at various stops and today by bus 69 at Tetbury.</p> <p>I am requesting a refund since this has created tremendous inconvenience. I didn't bring enough cash for me to buy ticket on board so now I'm stuck in Tetbury for at least 2 hours and I don't even know if I can get back if the bus driver continues to refuse service.</p> <p>Here is the pass i bought today and a picture of where I was refused service by the 9:08 bus driver going to Stroud. Please coordinate and educate your bus companies and drivers because this has been indeed very frustrating.</p> <p>For the refund. I have an international card or I can ask my friend who is living in UK for her UK bank info. Thank you.</p>	Yes	Operator contact numbers provided to Lingzi Luo, Pulhams, Stagecoah West and GWR were forwarded complaint email by AH Communications Officer
21/05/2019	Compliment	Rural Skills	Email	Thanks for the information you sent prior to the weekend. It was very enjoyable, but I was wondering if there as any form of certificatatipn that I could obtain to put in my file and inform work of my attendance on the course.	No	N/A
22/05/2019	Compliment	Rural Skills	Email	We are writing to thank you very much indeed for arranging this one day course. It was a most informative, interesting and enjoyable day. It was a very good blend of the theory and practical and our course tutor, Andy Lewis, was generous in sharing his knowledge and enthusiasm with us. The venue was ideal and we would certainly recommend the course to others.	No	N/A
23/05/2019	Compliment	Rural Skills	Email	Just wanted to let you know I had a really great day walling with Nigel Chivers and his protégé Bo on Tuesday over at Ashley. Nothing was too much for them and they really took me under their wing. Nigel's a great tutor and mentor.	No	N/A

ITEM 16 APPENDIX A

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02/06/2019	Compliment	Rural Skills	Email	Looking forward to the course in June	No	N/A
09/06/2019	Compliment	Rural Skills	Email	Just to say many thanks for a great course this week and for organising everything! Thanks, too, for the loan of tools this week - I've now assembled my equipment for the exam next week, with the exception of fencing posts, which I would be grateful if I could borrow on the day, but otherwise have everything else.	No	N/A
10/06/2019	Compliment	Planning	Email	Thanks from the Friends of Oakley Farm regarding the Board's response to planning application 19.00916.SCOPE (EIA Scoping Opinion Request for a proposed development of 250 dwellings in the AONB at Oakley Farm, Cheltenham).	No	N/A
10/06/2019	Compliment	Rural Skills	Email	Training week went really well. Kathy is very easy to get on with and a star. Really good instructor and very helpful	No	N/A
16/06/2019	Compliment	Rural Skills	Email	Jack was so pleased to complete and pass his assessment on Saturday. We have now looked through all his photos of walling work over the past 5 years and he is preparing a pretty good photographic portfolio of work. Perhaps you could contact him directly about coverage to encourage others into your rural skills programmes as per previous email. We are so happy to see such a positive transformation in him about his skills. Thanks for your kind support with everything it was really appreciated.	No	N/A
17/06/2019	Compliment	Rural Skills	Email	I just wanted to drop you an e-mail to say how much I enjoyed my course at the weekend, Sally Ellwood was brilliant,very knowledgeable,very engaging and her enthusiasm seemed to rub off on everybody.	No	N/A

ITEM 16 APPENDIX A

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01/07/2019	Compliment	Rural Skills	Email	Skanska corporate training day, Burford Whitehill Quarry (26/06/2019): Thanks Ed, very helpful. I'm on holiday from tomorrow, back on 15th July in case Becky doesn't hear back from me promptly. However, the experience last week made me realise I'd really like to do a couple of days per month on something AONB related. I think the team really enjoyed the day last week, and I think the stone carving was the top activity. The Skanska 'plinth' is apparently on display in the office! Speak later in the month,	Yes	y
08/07/2019	Compliment	Rural Skills	Email	Just to say that Eric had a very enjoyable day at the Blacksmithing course on Saturday. Thank you again.	Yes	Y
08/07/2019	Compliment	Cotswold Lion - issue 41	Email	Just seen the latest issue online - looks great! (Cotswold Lion)	No	N/A
20/07/2019	Complaint	Rural Skills	Email	I am extremely disappointed that you did not inform my husband about the whereabouts of this weekend's Stone Carving Course. He e-mailed you and tried to telephone you during the week and waited for a response to no avail. This was a present from me to him. What was he not informed of the changed venue.	Yes	EB Rural Skills Officer investigated. Clerical error in noting email address meant that joining instructions were sent and not received. Work ongoing to rebook participant.
06/08/2019	Compliment	Caring for the Cotswolds	Email	Thank you for your help with obtaining this grant from the Cotswolds AONB.	No	N/A
12/08/2019	Compliment	Rural Skills	Email	It was a great day, well organised and well delivered, so thank you (Scything).	No	N/A

ITEM 16 APPENDIX A

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13/08/2019	Compliment	Cotswold Way	National Trail Feedback	My wife and I just walked The Cotswold Way, and we wanted to thank you for all you do. The Way was lovely and extremely well-marked at all times. And your website made it easy to calculate distances, and to find accommodations. Well done. And thank you!!	No	N/A
26/08/2019	Complaint	Planning	Facebook PM	I have just seen a report on a planning application for a significant number of houses in Chalford Hill. The site is within the AONB and you were a consultee but haven't bothered to respond. This has been taken as you having no objection to the proposal so it is likely that the plan will be approved. I think this is shameful, I know this is on the edge of the AONB but am angry that you couldn't be bothered to respond.	Yes	JM sent email on 25/09/19 received a positive response on the same date. JM also commented on this planning application on 24/09/19.
29/08/2019	Compliment	Rural Skills	Email	Sincere apologies I should have emailed sooner to thank you and the Board for giving me a place on the Scything Course. I had a fantastic day and I think Chris made a record in selling us all a Austrian scythe. I now have more rural tools in my shed than anyone else in my family line. My relatives are still laughing at the Poldark jibes.	No	N/A
02/09/2019	Compliment	Wardens	Email	to set out & frame the new project as an area for older folk & those with dementia in particular to enjoy.Thanks for linking up with me again & to everyone for their hard work -	No	N/A
10/09/2019	Compliment	Cotswold Lion - issue 41	Email	Interesting, enjoyable and very readable magazine. (Cotswold Lion)	No	N/A

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12/09/2019	Compliment	Planning	Email	Comments re John Mills's draft RTPI presentation: I think it's an excellent presentation and you did a great job in covering such a lot of detail in the limited time. When I attend a seminar I want to be educated and informed and leave knowing more than I did when I arrived. I also want to be inspired to learn more. I think your presentation will achieve both.	No	N/A
18/09/2019	Compliment	Planning	Email	Comments re John Mills's presentation at RTPI Rural Planning seminar: Can I add my thanks for your contribution to what I found a fascinating day. I really appreciate your time and commitment to this CPD event which based on the informal feedback I received was very well received and sent everyone away thinking about the role of planning in managing rural change.	No	N/A
18/09/2019	Compliment	Planning	Email	Comments re John Mills's presentation at RTPI Rural Planning seminar: Just wanted to drop you a note to say a huge thank you again for your contributions to today's event. Your knowledge was very much valued and appreciated by all those that attended.	No	N/A
29/09/2019	Compliment	Cotswold Way	Email	My husband and I recently walked the Cotswold way trail, finishing on 20th September. We had such a brilliant 8 days and we wanted to thank all involved for maintaining the trail and markers as It was so well marked. With so many other walking routes along the way, seeing the acorn was reassuring!	No	N/A
30/09/2019	Compliment	Rural Skills	Email	Just wanted to drop you a quick note to say thank you for a great weekend re-building the wall. Bo was s great and knowledgable instructor and made the weekend course fun. At the end of the course there was an immense feeling of achievement and satisfaction when we stood back and looked at the wall with a sense of 'We did that'. We were also lucky with the weather with the worst of it staying off until after we'd finished Once again, many thanks to all involved	No	N/A

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04/11/2019	Compliment	Planning	Email	Comments re John Mills's presentation at RTPI Rural Planning seminar in September 2019: Thank you for your contribution to the day, 92% valued the talk as good to excellent. Comments (about John's presentation from people attending the seminar): excellent; really informative; confident and clear; an excellent speaker; very good presentation.	No	N/A
06/11/2019	Compliment	Planning	Email	Comments re Cala Homes dropping their High Court challenge of the Stonesfield planning appeal decision: I wanted to pass on my personal thanks to ... you for the work you put into our case.	No	N/A
09/11/2019	Compliment	Rural Skills	Email	Thanks again for organising a great event.	No	N/A
10/11/2019	Compliment	Rural Skills	Email	Many thanks for organising yesterday, I'll give you a call in the summer if I am ever short of rain, it is obviously attracted to you! But still a successful day with a good number of cutters.	No	N/A
10/11/2019	Compliment	Rural Skills	Email	Just to say thanks for organising comp on Saturday really enjoyed it,	No	N/A
26/11/2019	Compliment	Planning	Email	Comment re planning applications relating to proposed agricultural buildings at Berry Wormington, Stanton: Thank you very much for sending the Board's comments on the above application ... We think it is a very good, balanced response.	No	N/A
26/11/2019	Compliment	Rural Skills	Email	I thoroughly enjoyed the beginners dry stone walling course at the weekend. Thank you for setting up the course!	No	N/A
27/11/2019	Compliment	Cotswold Lion - issue 41	Email	I was handed your fantastic magazine this morning and just had to contact you.	No	N/A

ITEM 16 APPENDIX A

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02/12/2019	Compliment	Wardens	Email	In the area of Temple Grafton on the outskirts of Stratford, there has been, for almost two years, a footbridge on a ROW which has been in need of replacing. I have contacted the Council who stated that the repairs may be carried out in the summer of 2020. As a result from advice from the RA, I sent a Section 56 to the Council. Within a matter of weeks, the work was completed by your volunteers. I'm very pleased that the ROW can now used for the entire length thanks to the work of your organisation. Please pass on my thanks for the time and effort. Without such organisations such as yourselves who offered their services for free, the Council would indeed be in dire straits.	No	N/A
03/12/2019	Compliment	Cotswold Lion - issue 42	Email	Well done with another great edition of the Lion	No	N/A
03/12/2019	Compliment	Cotswold Lion - issue 42	Email	it looks so beautifully done	No	N/A
13/12/2019	Compliment	Recruitment	Email	Comment on feedback provided, post interview, by John Mills: Many thanks again, that is some of the most useful feedback I've ever received, and certainly gives me things to work on. I appreciate you taking the time to do that for me.	No	N/A
16/12/2019	Compliment	Rural Skills	Email	I cannot thank you enough for this opportunity, hopefully everything will work out with the landowner and he's happy with the arrangement.	No	N/A
16/12/2019	Compliment	Recruitment	Email	Comment on feedback provided, post interview, by John Mills: I appreciate the feedback that you provided over the phone	No	N/A
09/01/2020	Compliment	Cotswold Lion - issue 42	Email	Just a line to say that I went through the latest Lion after we met yesterday and think it's very good indeed. Well written with a fresh style. I can clearly see why we have no difficulty getting rid of them all! Well done on developing this as you have.	No	n/a
19/01/2020	Compliment	Rural Skills	Verbal (phone-call)	Feedback that the course was a great experience and learned a lot from the two days - very pleased all round.	No	N/A

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21/01/2020	Compliment	Rural Skills	Email	The second day in the woods was perfect for me. I love that sort of thing even if I am not a coppicing natural. My only suggestion is that because some people were more 'fish out of water' it could be better if some form of basic shelter could be provided for when it rains, together with better planning for getting a fire going. From a personal perspective though it was fantastic and I'll be very keen to go back and have a look in the summer."	No	N/A
21/01/2020	Compliment	Rural Skills	Email	Forwardrd email from participants in corporate day. In respect of feedback to Ed, well, what an excellent guy and his passion for what he does was so evident. Perhaps next time he could have some dry kindling in the back of the otherwise very well equipped land rover!"	No	N/A
28/01/2020	Compliment	LEADER	Email	Feedback re LEADER videos: Had a look at all the videos, very impressed with the quality and very interesting to see the other projects that have been supported, Looks brilliant.	No	N/A
29/01/2020	Compliment	LEADER	Email	Feedback re LEADER videos: Really great job with this James – will definitely use this to lobby for the benefits of these kind of schemes and hopefully more of them in the future!	No	N/A
29/01/2020	Compliment	LEADER	Email	Feedback re LEADER videos: Thanks for sending through the link to the LEADER materials. I really like the video – it is effective in communicating the dynamism of the businesses and the role of the LEADER Programme.	No	N/A
30/01/2020	Compliment	Wardens	Email	I was hoping you might be able to supply me with the contact details of two charming gentlemen who spent the best part of yesterday redirecting the public footpath that crosses our fields, and re-installing a kissing-gate in a new location. I did meet up with them earlier in the day, but when I checked later, they had already completed their mission. My wife and I are extremely grateful for the splendid work they did and I feel very bad I wasn't able to thank them again personally.	Yes	RJ passed onto Wardens

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14/02/2020	Complaint	Planning / Land Mngmt	Phone call	Phone call received about a tumbledown dry stone wall being removed / repaired along the B4081 near Chipping Campden. The call was originally fielded by our Finance and Office Administrator and then passed on to our Planning & Landscapes Officer when the caller advised that she wanted to 'speak to somebody more senior'. The caller advised that the wall, in its current state, provided a beautiful habitat with various lichen and mosses. She wanted to know what could be done to stop the removal / repair and, in particular, what the Board could do about it. She was frustrated because she had already contacted the District Council, the Highways Dept and Natural England without, in her view, receiving a helpful response. She was not satisfied with my explanation that repairing and reinstating dry stone walls is an essential component of conserving and enhancing the natural beauty of the AONB. She said that 'you should be ashamed of yourselves' and hung up.	No	N/A
17/02/2020	Compliment	Cotswold Lion - issue 42	Email	I picked up a copy of the Cotswold Lion at the weekend and just had to get in touch because it was such a great read, really interesting and enjoyable. It's a fabulous read and a total breath of fresh air.	No	n/a
18/02/2020	Compliment	Rural Skills	Email	A big "thank you" to you for organising the hedge laying course yesterday and today, and to Keith for his expert instruction. It was a brilliant couple of days: I learnt a lot and really enjoyed the whole process. Attached are three photos, in case they are of use to you for publicity for your courses. I'll keep an eye on the Cotswold Rural Skills website for future courses. Many thanks! Additional comment: other participants reflected Alison's response, with several trainees booking other courses simultaneously: i.e. coppicing / Lantra Level 1 dry stone walling).	No	N/A
04/03/2020	Compliment	Rural Skills	Email	Thanks for a great weekend of learning, it was great fun, much appreciated.	No	N/A

ITEM 16 APPENDIX A

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11/03/2020	Compliment	Rural Skills	Email	just to say thankyou on behalf of myself Henry and George for a fantastic weekend. Please thank Hedley and Julia for us too.	No	N/A