

COMMENTS, COMPLIMENTS AND COMPLAINTS

Summary: To provide an annual summary for the Comments, Compliments and Complaints Policy and Process 2021/22.

Recommendation: That the comments, compliments and complaints be noted, and the updated policy be approved.

Report by: Mandy Pressland – Finance and Operational Support Officer

INTRODUCTION

1. The previously agreed [Comments, Compliments and Complaints Policy](#) and Process, has been reviewed and the updated document is being presented for approval in *Appendix A*. Format changes have resulted in a reduction of pages from 6 to 4 and is now easier read.
 - Quarterly review by Executive Committee is replaced by annual report to the Board
 - Record retention periods have been confirmed
 - Data Protection Officer clarification for data compliance related complaints
 - “Finance Officer, the Head of Internal Audit” replaced with “Head of Finance”
 - “Office Manager” replaced with “Finance and Operational Support Officer”
2. The paper at *Appendix B* gives an illustrative summary of the comments, compliments and complaints received by the Board over the 2021/22 year.
3. 13 complaints were received during this period, all were responded to promptly.
4. 183 compliments were recorded.
 - Planning, John Mills (61) for the time and effort put into responding to planning applications, local plans and other consultations, including inclusion of John’s ‘Key AONB Planning Issues’ paper in a Natural England ‘think piece’ for Defra; comprehensive response to the Glover Review (Proposal 6); the Government’s ‘Changes to the Current Planning System’; ‘Proof of Evidence’ and performance under cross-examination for the Oakley Farm; our new Housing and Landscape-Led Position Statements.
 - Nature Recovery, Simon Smith (39) many positive comments concerning the Cotswolds Nature Recovery Plan at its adoption during the Board meeting of 12th October, and few group talks that Simon has undertaken.
 - Rural Skills (36) citing how enjoyable and well organised the courses were, and how satisfied they were with COVID-19 Safety arrangement.
 - Voluntary Wardens and Becky Jones (33) for all the work they put in to maintaining the Cotswold Way and other paths and sites around the Cotswolds, in particular how well sign marked these are. 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.
 - Everyone’s Evenlode (8) feedback from schools on how much the children had learned and on the ambition of the programme.
 - Glorious Cotswolds Grasslands (3) for arranging an informative Botanical Survey training day.

SUPPORTING PAPERS

- Appendix A – Comments, Compliments and Complaints Policy and Process
- Appendix B – Annual Summary of Comments, Compliments and Complaints 2021/22