

## COMMENTS, COMPLIMENTS AND COMPLAINTS

**Summary:** To provide an Annual Summary of performance for the Comments, Compliments and Complaints Policy and Process 2019/20.

**Recommendation:** That the comments, compliments and complaints be noted

**Reviewed by the Executive Committee:** Yes / No

**If yes, the Committee's comments:** the Committee noted the report. The Chairman stated that this illustrates the level of public engagement, which is welcome. It was also highlighted that there appeared to be a lack of awareness of who to complain to, which should be looked at by the team.

**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 2019/20 year.
3. Six complaints were received during this period, all were responded to promptly.
4. 59 compliments were recorded.
  - Rural Skills (26) citing how enjoyable and well organised the courses were, commending our tutors and Ed Bonn for their work, knowledge and effort they put into running these courses.
  - John Mills (14) for the time and effort put into responding to planning applications, including attendance at a public enquiry, contributions to the RTPi Rural Planning Seminar.
  - Cotswolds Lion Magazine (8) summed up by this particular one "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." Which really reflects the work and passion that Alana Hopkins has put into the production of the magazine.
  - Voluntary Wardens and Becky Jones (6) for all the work they put in to maintaining the Cotswold Way and other paths and sites around the Cotswolds. On top these there are also the entries in the [Cotswold Way Hall of Fame](#) on our website which show just how much their efforts to keep the trail accessible is appreciated and the results enjoyed.
  - LEADER videos (3) these were produced by James Webb, Lioba Erwert and Alana Hopkins to celebrate the success that the programme had achieved and benefits delivered to rural businesses and communities
  - Compliments were also received for Simon Smith EOI submission for the Green Ribbon and Ed Bonn for his help with a Caring for the Cotswolds Grant.

## SUPPORTING PAPERS

- Appendix A – Annual Summary of Comments, Compliments and Complaints 2019-20
- Appendix B – Comments, Compliments and Complaints Policy