

Comments, Compliments & Complaints 2025/26										AGENDA ITEM 4 (b)	
Date received	Type (comment, compliment or complaint)	Service area	From	Format (Email, verbal, letter etc)	Overview	Action Required (yes or no)	What action was taken?	Date Action taken	Copy saved	positive / negative	Staff member entering info
03/04/2025	compliment	outdoor learning	Gloucestershire Hospital Education Service	card	"Dear Helen, Thank you so very much for providing such fantastic opportunities for us all to enjoy the outdoors. From all of us at GHES x"	no					Helen Komor
09/04/2025	compliment	Everyones's Evenlode	Parent of young person	Email	Thank you so much for ... supporting Alex through his [Duke of Edinburgh] volunteering journey. He enjoyed all sessions and learned a lot. I am sure he will utilise this knowledge at some point in the future.	no				positive	Rowan Wynne-Jones
16/04/2025	Compliment	Everyones's Evenlode	Womens Inst Organiser	Email	Hi Jennifer It was lovely to meet you on Monday evening... Your talk was excellent, informative and your passion for the issue was obvious. I know that we all felt a little shell shocked to realise just how horrific the problem actually is. I'm sure that we all feel that there are actions we can take. I wish you success with your campaign. Kind regards, Fiona	no				positive	Jennifer Lanham
08/05/2025	Compliment	Nature Recovery	Matt Whitney Oxon LNP Partnership Manager	Email	With respect to work as an Oxon LNP board Member "you are irreplaceable"	no				Positive	Simon Smith
24/04.2025	Compliment	Nature Recovery	Henry Oliver, Lead officer North wessex Downs	Email	With respect to CNL (Simon S & Bex) representing NLs at Oxon LNP "grateful to you both for yr leadership"	no				positive	Simon Smith
13/05/2025	Compliment	Everyone's Evenlode	Letty Peppiatt, class teacher	Learning evaluation form	This is the third time we've done this and it continues to provide a fun and educational day out. Really fantastic expert knowledge and organisation. Thank you.	no				positive	Ros Marsden
14/04/2025	compliment	Everyone's Evenlode	Bloxham Grove SEN school teacher (via Boun Norton, Education Officer at Blenheim Palace)	Email	Thank you so much for the fantastic experience you provided this afternoon. I was so impressed by how calm and flexible you all were, this was just what our students needed as their needs are varied. The staff [including CNL Wardens] were so positive and caring with our students, please pass on a big thank you.	no			yes	positive	Rowan Wynne-Jones
14/05/2025	compliment	Nature recovery	Melanie Peddle Strategy, Planning and Governance Lead National Landscapes Association	email	...a big cheesy chalky thank you to you and to Becky for a wonderful day today... You did what we were after admirably... Your knowledge and enthusiasm shone through.	no			Yes	positive	Simon Smith
24/04/2025	compliment	Wardens	Winsley Parish Council.	Email	Thank you for your work on the steps. It is very much appreciated and will make the footpath safer and easier for all users. It is wonderful to see that your group has put such effort into improving this facility for the community. Once again, thank you to you and all involved in the project. I look forward to walking along the footpath very soon.	no			yes	positive	Nicole Daw
14/05/2025	compliment	Wardens	Angela Lewis, walker	Email	I am so pleased to say that I had the most amazing experience.	no			yes	positive	Nicole Daw
23/05/2025	compliment	Wardens and outdoor learning	Amy Coole, teacher at Abbeymead Primary	Email	"I'm so glad to hear it went so well, Helen and Gareth; a huge thank you from me for all the hard work that went into to making it happen. I'm really gutted to have missed it—it sounds like an incredible event, and it's clear the children absolutely loved it too! Thank you Helen for your kind words. We would LOVE to have you in next year if you would be willing to come in again. Visitors to see the children have such an impact on the children so we would welcome you in with open arms."	no				positive	Helen Komor
23/05/2025	compliment	Wardens and outdoor learning	Gemma Stewart, teacher at Abbeymead Primary	Email	"I just wanted to say a huge thank you for this afternoon! I've been telling all my colleagues how brilliant the session was and how knowledgeable you were about absolutely anything the children asked. Our new fossil box has been stored safely in the classroom ready for our own learning about fossils after half term. This box will make so much difference as the children will be able to look and touch real life fossils themselves. I feel very lucky to have been a part of the session today and I learnt plenty too! Thank you again"	no				positive	Helen Komor

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23/05/2025	compliment	Wardens and outdoor learning	Gareth Beamish, Warden	Email	I am indebted to Helen for her support enabling the first two Fossil Box school visits to be successful, and rewarding to all. Helen was instrumental in getting an introduction and invite to the schools, helped set-up the demo material (and packed it away), gave advice during the session, calmed the children's attention when needed, and provided me general support and critique. Your presence, Helen, was key in these early sessions.	no				positive	Helen Komor
27/05/2025	compliment	Everyones's Evenlode	Ollie Leader, Wychwood Primary School	Email	Hi Ros, Can I first say another thank you to you and the team of volunteers for the sessions you delivered and the equipment you provided us to run our third session? The content was brilliantly engaging and ideally pitched to include multiple areas of our curriculum. My session yesterday was equally successful and all the children learnt loads from their experience in each session.	no				positive	Ros Marsden
10/06/2025	compliment	Wardens	Member of public	email	Having spent a week in the surrounding countryside of Bourton in the Water, I must praise the footpaths in the area. The gates are robust and some appear new. The paths are negotiable and well signposted. We even experienced the local farmer cutting a swathe of grazing grass to highlight the public right of way. (little Rissington area) across his fields. Hats off to all making it a most pleasant experience. Thank u	No	acknowledement by GCC		Yes	positive	Becky Jones
29/05/2025	Compliment	Wardens	Landowner	email	Many thanks for all the work you carried out at Resthaven last week looks great, I dropped in today. Please pass on my thanks to all involved.	No				positive	Becky Jones
12/06/2025						no	Warden thanked them	29/05/2025	yes	positive	Becky Jones
06/06/2025	compliment	EE	Laura Bannatyne - Research Manager Earthwatch		This is brilliant Jennifer. Well done.' Regarding a new educational PFAS flier with hyperlinks.	No			Yes	positive	Jennifer Lanham
26/06/2025	Compliment	Wardens	Claire and Mike Bicknell	Email	We were staying in Broadway recently and took a circular walk to Snowhill Manor. We were so impressed with the work done by your Voluntary Wardens in both the gates you have installed and the markers in the fields. We can only begin to appreciate the amount of time and effort this took and are so grateful for the your commitment and care. We visited Broadway for a few days on the way back from Kington, which prides itself as THE center for walkers, having both the Offa's Dyke Path and many national trails converging in the town. Well, the paths were overgrown, finger posts missing, farmers fields ploughed right to the edges, diagonal routes across fields ignored with crops planted. We provided lots of feedback to the town council. They need to come to Broadway to see how it should be done! Thanks so much,	No	N/A		Yes	Positive	Della Morris
27/06/2025	Compliment	EE	Eva Sam, Refugee Resource	Email	Thank you very much for the projects we did together. The clients really enjoyed it and still remember the fun they had doing the activities.	No	N/A		Yes	positive	Jlanham
26/06/2025	compliment	Wardens	School	Feedback Form	Complemented wardens, the session and the site	No	N/A		yes	positive	Nicole Daw
23/07/2025	Complaint	Cotswold Way	Sam Davey	Email	Hi I was walking from Birdlip on the Cotswold Way on Sunday morning (20/07/25) and had to cross at Air Balloon roundabout. This crossing is so dangerous as cars are starting to speed up as they come off the roundabout & the last thing they expect to see is someone trying to cross the road. It was a very stressful 15 minutes and if there was an alternative route I would have avoided this section. Some form of pedestrian crossing is needed before there is a serious accident. I hope something can be done temporarily until the new footbridge is installed in 2027. The rest of the trail is so lovely but this blights it somewhat. Sam Davey	Yes	Contact Kier Construction to find out what they are doing to alleviate this situation	23/07/2025	yes	Negative	Della Morris
01/08/2025	compliment	Cotswold Way	Marie McNeil	Email	My daughter and I travelled from Melbourne Australia to walk the Cotswold Way in June 2025. Blessed with great weather. Thoroughly enjoyed it. One day we had the pleasure of bumping in to a warden, he was absolutely delightful and we had a lovely chat, he was full of knowledge. He had a small scythe with him and as we headed off again, we could see evidence of his work. Thank you to all the wardens for your hard work, I couldn't think of a better place to volunteer.	No CWA replied	N/A	N/A	Yes	positive	Della Morris
13/08/2025	compliment	outdoor learning	Lisa Hoult	Email	Thank you so much for making this possible, to see some our young people in the environment, giggling, having fun and relaxing was so beautiful and so very special. We are looking forward to tomorrow!	no	N/A	N/A	No	positive	Helen Komor
26/04/2025	compliment	Wardens	Chair, Winsley Parish Council.	Email	Thank you for your work on the steps. It is very much appreciated and will make the footpath safer and easier for all users.It is wonderful to see that your group has put such effort into improving this facility for the community.Once again, thank you to you and all involved in the project.I look forward to walking along the footpath very soon.				yes	positive	Becky Jones
11/08/2025	Compliment	Wardens	HF Holidays	Email	Last week I had the pleasure of joining forces with the Cotswold Volunteer Wardens to help replace one of the 11 stiles. Wow what an experience. Big thank you to you for your support with this project and getting us to this point ☺				Yes	Positive	Becky Jones
20/08/2025	Compliment	Wardens	David Mayhew	Email	I just wanted to thank you for getting the steps and handrail sorted, by Didbrook bridge.	No	N/A	N/A	Yes	Positive	Della Morris
27/08/2025	Compliment	wardens	Cam and Dusley Management Committee	email	On behalf of Cam, Dursley and Uley Woodlands Management Committee thank you so much to David Owen and the Cotswold Wardens for building the benches and to Dursley Welcome Walkers for funding them. For many of the walkers taking the climb up to top of the Long Down they are going to be a welcome site!	No	NA	N/A	yes	positive	Becky Jones
27/08/2025	Compliment	Cotswold Way	Member of public	email	The Way is looking great at the moment around Lansdown and Kelston - thanks for all your work.	yes	email reply	27/08/2025	yes	positive	Becky Jones

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28/08/2025	Compliment	Wardens	members of public		: Simon and the Cotswold Wardens - what an amazing improvement. Well done!	no	na		yes	positive	Becky Jones
28/08/2025	Compliment	Wardens	members of public		: That looks great, will take a walk. Well done Anne HJ: That looks fabulous. I take my dogs through there from time to time and each year it has got thicker. Thanks very much.	no	na		yes	positive	Becky Jones
28/08/2025	Compliment	Wardens	members of public		: Oh brilliant I will take Theo and Molly through there! Thanks Ann E:That looks really good, wish I was a rider! Thank you, wardens .	no	na		yes	positive	Becky Jones
28/08/2025	Compliment	Wardens	members of public		: Looks fab! Thanks Simon and team 😊	no	na		yes	positive	Becky Jones
29/08/2025	Compliment	wardens	Franks Wod Committee, clerne, wilts	email	I am writing on behalf of Wild Colerne to ask you to pass on our thanks to the Climate and Biodiversity Working Group for making Frank's Wood such a wonderful Community Nature space. In particular we wish to express our appreciation to Jane Mellett. Her hours of work finding funding and bringing together volunteer input from the Scouts, Cotswold Wardens and others has been what has made it happen.	no	na	na	yes	positive	Becky Jones
					Wild Colerne held a session in the wood this week which prompted me to send this email. It has become such a wonderful asset for the Community due to a lot of hard work. Yours Sincerely Dorothy RobertsonChair Wild Colerne						
04/09/2025	Compliment	outdoor learning	Kerry Taylor, Stroud High School	Email	Thank you so much for hosting the students and planning all the activities with them. They spoke very highly of their experiences with you and thoroughly enjoyed it.	no	NA	na	no	Positive	
04/09/2025	Compliment	Nature Recovery	Jo Lewis CEO Wilts Wildlife Trust	Email	A huge thank you for a brilliantly judged talk to all our staff on Tuesday. Your enthusiasm, as ever, is infectious, and 'Be cocky for nature' went down as one of our 'take-home' messages of the day!	no	NA	na	Yes	Positive	Simon Smith
10/09/2025	compliment	Wardens	National Trust, Snowhill	email	Oh amazing !!! Thank you so much for completing this for us	No	NA	NA	Yes	positive	Rebecca Jones
22/09/2025	Compliment	wardens	Stroud District Council	email	Thank you to you and the team for your help last week on the bridges at Syde. It was very much appreciated!	No	na	na	yes	positive	Rebecca Jones
19/09/2025	compliment	Access (Bathscape)	nigel Vile	Email	I walked the Blue Lines City Centre Circular walk from the booklet on Tuesday and was most impressed, so much so that I intend to use it for one of my weekly walks in the Bath Chronicle. It will probably appear sometime in November.	no	N/A	N/A	yes	positive	Nicole Daw
17/09/2025	compliment	Access (Bathscape)	Jo spence	Email	Thank you Nicole for the map skills course today at lansdown golf club - very helpful & encouraging day, I gained loads of tips & look forward to putting them in practice.	no	N/A	n/a	yes	positive	Nicole Daw
24/09/2025	compliment	Wardens	Bourton landowner	Email	Many thanks to you and the team.	no	na	na	yes	positive	Rebecca Jones
01/10/2025	compliment	outdoor learning	Cotswold Outdoor Fun home educated group	Whatsapp	From Whatsapp parent group: Maria Butler: Awwww what a lovely day...thanks everyone! Thanks for the lovely pics, nice to see what they've been up to, what lucky kiddos. Amanda Roberts: What a lovely happy group Becky Denney: Darcey was telling me she was in the hammock with Jess. also Darcey was looking forward to seeing Jess. Positive and happy vibes from these two. Becky Denney: Darcey absolutely loved today and we're loving the photos. Happy times. Eve Webster: Lovely aren't they of them both. They look sooo happy. Jess was looking forward to seeing Darcy today Laura Worrallo-Hickman: I only took a couple of photos. Xandy loved it as always. He came back smelling of fire and Ember spent the afternoon rolling in fox poo. Showers and baths it is! I loved the girls' positive energies today! Eve Webster: Jess has been telling me all the fun she had with Harry today and can't wait to see him next time. Amanda Roberts: Harry's come back telling me about all the fun he had and can't wait till next time. Shelley Vickerman: Ellis has a really lovely time today, thank you so much From Suzi Murphy on a separate Whatsapp thread: From me, thank you sooooo much for looking after my girls. They had a wonderful time and cant wait till next time. How do we book on, is it the same way just you know its for a fortnight time? Have a super evening, feet up resting hopefully. Thanks again Suzi Murphy: What lovely smiley faces. Thanks Helen.I am so happy I found this group that looks after my little people so well :) Maria Butler: What a gorgeous day of fun yesterday...thank you all						Helen Komor
09/10/2025	compliment	Water Restoration	Participant in walk and wellbeing day	Feedback Form	Rowan was a font of knowledge and we all loved our time together at the Mill. Learned SO much. Relaxed and inspirational. Thank you.	No	N/A	N/A	yes	Positive	Rowan Wynne-Jones
21/10/2025	compliment	Nature Recovery	Rebecca Charley	Email	Re presentation to the Board on our ambition for nature. "Simon, really very good presentation today. Inspiring".	No	N/A	N/A	Yes	Positive	Simon Smith
23/10/2025	Compliment	Nature Recovery	Daisybank community group	Email	I would not have had the confidence to answer questions about the management of the field without your advice... Thank you for your time and enthusiasm."	No	N/A	N/A	Yes	Positive	Simon Smith

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23/10/2025	compliment	outdoor learning	Parent of Cotswold Outdoor Fun home ed group	Feedback form from Lorna at World Jungle	World Jungle at Westonbirt has made such a difference to my children. They've really come out of their shells and grown in confidence since joining. It's been so lovely to watch them chatting, laughing, and making new friends — something they used to find really hard. The staff create such a welcoming, supportive space where every child feels included and valued. I'm so grateful for the way it's helped them to socialise, express themselves, and just be happy being who they are.	no	n/a	n/a	no	Positive	
19/11/2025	Compliment	Planning	Di Sheppard, B&NES Council	Email	I just wanted to thank you for sending through your draft comments ... I really appreciate the thoroughness and clarity of your arguments. Regarding west of Bath they are a particularly useful and clear assessment of the potential landscape and visual effects of these options on the NL and its special qualities – in particular the discussion around the WHS and its relationship with CNL.	No	N/A	N/A	Yes	Positive	John Mills
21/11/2025	Compliment	Wardens	Pitchcombe parish council	Email	You and the team have been very busy and we thank you once again for your continued support throughout the village.In the meantime, if we do not speak again this year have a lovely Christmas.		NA	NA	Yes	Positive	Becky Jones
25/01/2026	Compliment	wardens	Landwoner	email	Becky, can you please thank the Robert Talbot and his Cotswold Wardens from Broadway for their help and enthusiasm 2 years ago, as well as Dean. Really good contractor. Did what we agreed, excellent surface and very little mess considering the final couple of days rain. And of course 'YOU'. Thank you		NA	NA	yes	positive	Becky Jones
02/12/2025	Compliment	Glorious Cotswold Grasslands	Adam Reynolds Green Space Manager Cheltenham Borough Council	email	"Last weeks meeting with the Anna, Tom and the RCEG was a breath of fresh air after two years of steady, and slightly up hill, progress on the management plan. It felt like we had a couple of real experts in the room and there was positivity all round, so thank you for your part in allowing the Cotswold Glorious Grassland Team to get involved."		NA	NA	Yes	positive	Simon Smith
03/12/2025	Compliment	wardens	Landowner	email	Tree planting at Bibury - Dear Graham Thanks to you and your team for the invaluable help you gave me on Thursday. I'm very grateful, you really were 'the cavalry', and what a wonderful group of people.Good luck with your future endeavours and please call on me if you need help with anything.		na	na	yes	positive	Becky Jones
16/12/2025	Compliment	Planning	Rosie Pearson (Board member)	Email	Feedback re. draft comments on West Oxfordshire Local Plan consultation: <i>...reading your response to this consultation felt like a huge blast of reassuring common sense...I find your comments very helpful, and will support them with my response to the consultation...</i>	No	NA	NA	Yes	Positive	John Mills
14/12/2025	Compliment	Planning	Sanne Hindsbo Terry	Email	Feedback re. the Board's reponse to the consultation on the Bath & North East Somerset Local Plan consultation: <i>Thank you so much for sending me the Board's response. I am deeply impressed with how well written it is and the analysis that has gone into producing the representation document. Thank you for all the work you are doing! It is of huge benefit to our natural environment and societies.</i>	No	NA	NA	Yes	Positive	John Mills
11/12/2025	Compliment	Everyone's Evenlode	Jon Harrison, Cherwell School	Survey Response	Rowan (Everyone's Evenlode) has been brilliant in helping us with rivers fieldwork - initially at Combe Mill, and then setting up a new site at Minster Lovell. In particular, the availability of volunteers and specialist equipment have been vital in helping us to run these fieldwork trips.	No	N/A	NA	No	Positive	Rowan Wynne-Jones
12/11/2025	Compliment	Everyone's Evenlode	Ollie Leader, Wychwood Primary School	Survey Response	We had an excellent experience last year where I observed one completed field trip for one of our classes and then delivered the same field trip for another class in our school, using the equipment available from the first trip.	No	N/A	NA	No	Positive	Rowan Wynne-Jones
17/12/2025	Compliment	Planning	Graham Hopkins (Board member)	Email	Feedback re. draft comments on West Oxfordshire Local Plan consultation: <i>Excellent piece of work.</i>	No	NA	NA	Yes	Positive	John Mills
06/01/2026	Compliment	Management Plan	Cherwell District Council members	Meeting recording	Executive 6th Jan 2026. Cllr Tom Beckett: "This plan is clearly brought together with the wider community in a very engaging way... Really amazing plan." Cllr John Broad "a really excellent plan." https://cherwell.public-i.tv/core/portal/webcast_interactive/1051794/start_time/2110000	No	NA	NA	NA	Positive	Simon Smith
29/01/2026	Compliment	Water Restoration	Sophie Watkins, Greyfriars School	Email	Re: loan of river surveying kit: "The students had the most incredible time! I took one group down to do the river analysis.... We got all the data we needed... Thank you so much for lending the equipment and making this happen."	No	NA	NA	yes	Positive	Rowan Wynne-Jones
26/01/2026	Compliment	Planning	Jon Grantham (Board member)	Email	Feedback re draft comments on the Cheltenham, Gloucester and Tewkesbury Strategic & Local Plan: <i>I think this is an excellent submission.</i>	No	N/A	N/A	Yes	Positive	John Mills

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13/02/2026	compliment	Cotswold Way	Cazzy Glennie	Email	My name is Cazzy Glennie, I am currently supporting The Unicorn Equestrian Centre, Netherswell, Stow on The wold GL541JZ. Very sadly our founder, Sydney Smith passed away, in April. Sydney was an amazing Lady, who generously created the Unicorn Charity on her farm at Netherswell. The Monarchs Way passes through the property, it goes down some steps, cut into a grassy bank, across Mill Meadow. The steps are in a very poor state, some of the woodwork has rotted, the tread is worn and slippery. I believe that your wardens may be able to come and help us repair them, before someone takes a tumble. I would be grateful for your advice. Dear Della I just wanted to say thank you for being the most efficient department!! The steps are mended, we are very grateful Best regards	No	Wardens work party told and did the work	Jan-25	Yes	Positive	Della Morris
17/03/2026	compliment	Wardens	Wild Oxfordshire	email	Dear Rebecca and the Cotswold Volunteer Wardens, Apologies I didn't send this email sooner, it got rather busy in February, and I have been meaning to email you! I wanted to say a massive thank you from Wild Oxfordshire and on behalf of Pat, Ed, Elaine, and Harriet (I know they have already said their own thanks too!). Working with you was a breeze with your excellent organisation and communication. Your flexibility and hard work were hugely appreciated too! I have organised a £440 donation to the CVWs which should be with you in the next month. I hope that amount is okay! Do let me know if you don't receive this. Hope to work with you in the future. Very best wishes, Jess	no	email sent to wardens	17/03/2026	yes	positive	Becky Jones
19/03/2026	compliment	Water Restoration	Moreton-in-Marsh Explorer Scouts	email	Rowan is Water Restoration Officer for Cotswolds National Landscape and kindly attended a recent Explorers evening and delivered a session on the role of water ways and our local environment, she also facilitated time in which we were able to go out and do various water sampling of the water courses in the immediate vicinity. The session was excellent and we all got a lot out of the evening, so wondered if it might work for Scouts.	yes	follow up email	23/03/2026	yes	positive	Rowan Wynne-Jones
19/03/2026	compliment	Water Restoration	Stuart Ballard	email	So enjoyed the event [The Confluence] and meeting fellow river/water enthusiasts and the conversations to best free flowing, creative and deeply scientific all in one.	no	NA	NA	yes	Positive	Rowan Wynne-Jones