

Committee: AUDIT & REVIEW

Date: 4 May 2007

Report: COMPLIMENTS AND COMPLAINTS – HALF YEARLY RETURNS

Purpose of the report

1. To inform Members of compliments and complaints received by the Authority and handled under the compliments and complaints procedure during the period December 2006 to April 2007 inclusive.

Strategic Planning Framework

2. The information and recommendation(s) contained in this report are consistent with the Authority's statutory purposes and its approved strategic planning framework:
 - **Best Value Performance Plan objectives**
We are committed to reviewing and reporting openly our successes and failures; we actively invite feedback as part of our striving to improve

Background

3. The Audit & Review Committee reviews, on a half-yearly basis, the compliments and formal complaints received by the Authority under the compliments and complaints procedure.
4. **Appendix A** sets out details of compliments received during the period December 2006 to April 2007 inclusive, including a summary of the compliment, and the area of Authority work to which the compliment relates. **Appendix B** is a summary of complaints handled during the period, including a summary of the complaint and the findings, the time taken to complete the process, and the area of work to which the complaint relates. Details of these complaints are given in a private report later in the agenda.
5. Members should note that the number of compliments received during this period (9) compares with 10 in the corresponding period in 2005/06, and 11 in 2004/05. Figures for the intervening six monthly periods (May to November) are invariably higher eg 20 in 2006, and 26 in 2005. The majority of compliments received is from visitors to the Park, and visitor numbers increase during the summer period.

6. A total of 13 formal complaints had been received in the year May 2006 to April 2007, compared to a total of 14 in the year May 2005 to April 2006, and 16 in the year May 2004 to April 2005

RECOMMENDATION

7. That the report be noted.

Lesley Knevitt
Secretariat Administrator

24 April 2007

Background documents:
None

Appendix A

DETAIL OF COMPLIMENTS HANDLED - during period December 2006 to April 2007 inclusive

Ref No	Date compliment received	Name of complimenter	Summary of compliment	Department	Area of work
254	01.12.06	Mr and Mrs G Pratt	Letter of appreciation for way in which Daniel Child (Senior Planning Officer) handled difficult planning application – “he did his job in such a pleasant manner it made the whole thing much easier” Along with rangers (particularly Matt Neale, Area Ranger Upper Wensleydale), technicians and reception staff, is “a credit to the Authority”	Planning (and Park Management)	Development control (Rangers)
255	07.12.06	Mr G Light, President Upper Wharfedale Field Society	Letter on behalf of the Field Society thanking Louise Williams (Limestone Country Project Officer) for an “excellent talk, presented very well”.	Conservation & Policy	Limestone Country
256	12.01.07	Mrs Rachel Griffiths	Letter to Iain Mann (Area Ranger, Upper Wharfedale) for prompt and considerate repair, in terrible weather, to gate on their way to school	Park Management	Rangers
257	25.01.07	Mr Wilf Fenten (Member)	Emailed message to Richard Parkin (Secretariat Officer) expressing admiration for way in which he continuously “does a good job” in setting up and enabling committee meetings, which is almost taken for granted	Secretariat	Committee
258	15.01.07	Mr Richard Webber, Principal Accountant Lake District NPA	Thanks to Richard Burnett (Head of Finance & Resources) and Irene Brannon (Senior Finance Officer) for arranging an “excellent event” including all arrangement and handling of sessions.	Finance & Resources	Finance
259	19.03.07	Mrs Val Darwin, Secretary Richmond Ramblers	Letter thanking Alan Hulme (Ranger Services Manager) for “superb” presentation at their AGM	Park Management	Rangers
260	01.04.07	Mark Rasbeary, Local Police Officer Reeth area	Article in Reeth Gazette, publicly thanking “ladies from National Park Centre front-of-shop” for providing him with “utter professionalism in role regarding police matters”	External Affairs	NPCs

Ref No	Date compliment received	Name of complimenter	Summary of compliment	Department	Area of work
261	04.04.07	Mr John Dean	Email congratulating Peter Watson (Head of Planning) and Peter Stockton (Strategic Planning Officer) for “outstanding contribution” to Radio 4 discussion – were “a credit to the profession”	Planning	Strategic Planning
262	16.04.07	Mr Richard Ingham	Email of congratulations to Mark Allum (Access Officer, Projects) and Gareth Evans (Pennine Bridleway Project Officer) for the work carried out on stretch of Bridleway around Dent and Ribbleshead – “the work is sympathetic to the landscape.... also I appreciate the craftsmanship”	Park Management	Pennine Bridleway

SUMMARY OF COMPLAINTS HANDLED during period **December 2006 to April 2007 inclusive**

Key: CEO = Chief Executive Officer
HoD = Head of Department

Ref No	Date complaint received	Area of work	Stage	Summary of complaint	Findings/current situation	Time taken to complete
109	11.04.07	Planning – handling of application	1HoD	Complainant felt he had been misled by planning officer at pre-application stage, and suggests had been omissions in procedure. No response had been received to letter from complainant's solicitor	Complaint not upheld Letter from Head of Department <u>had</u> been sent to solicitor on receipt of letter, which answered all points raised in complaint and explained reasons for decision... Further copy sent for confirmation	1 day