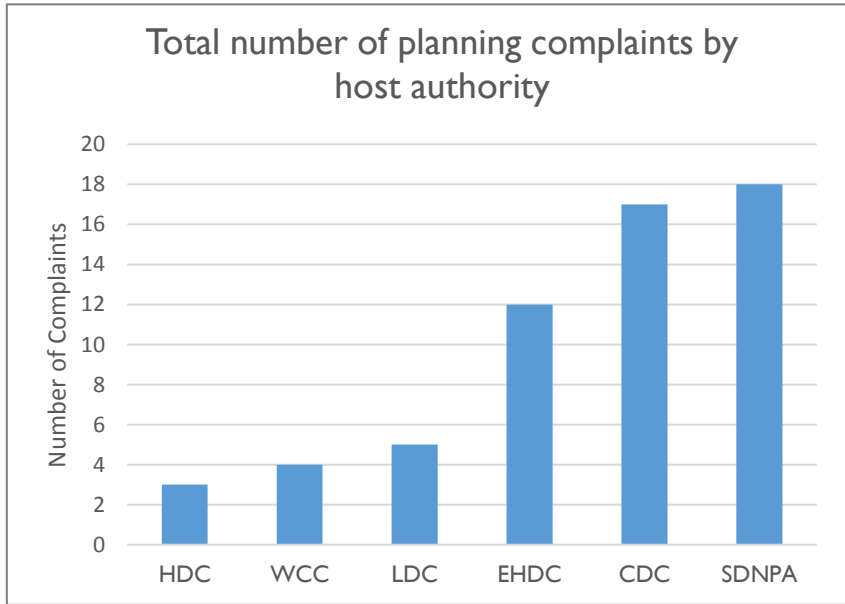
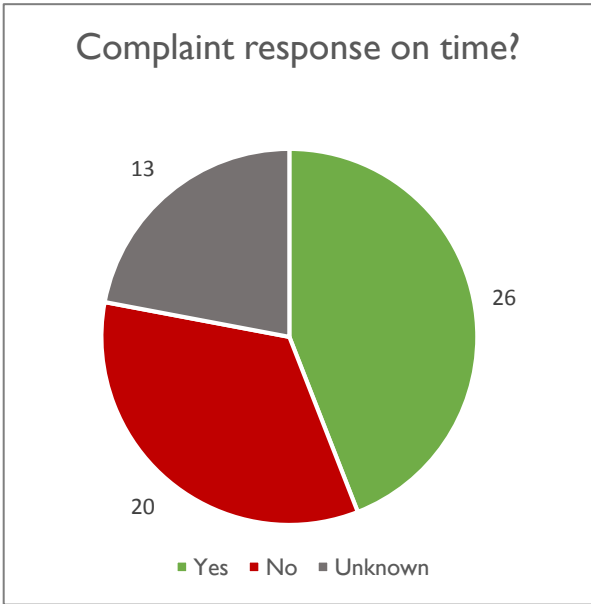
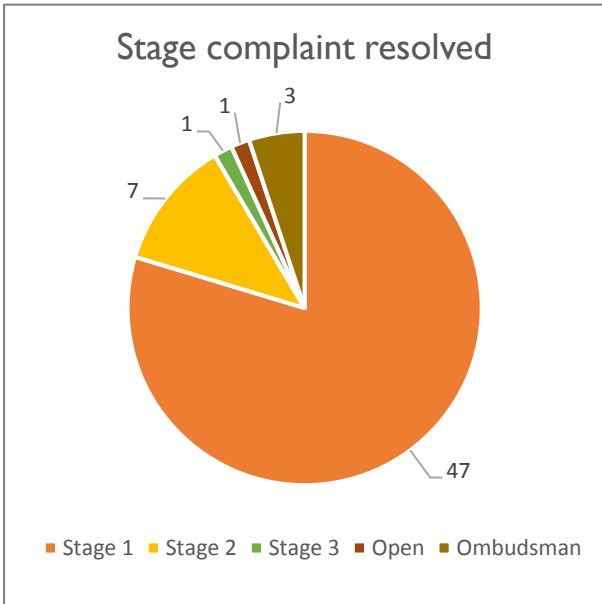
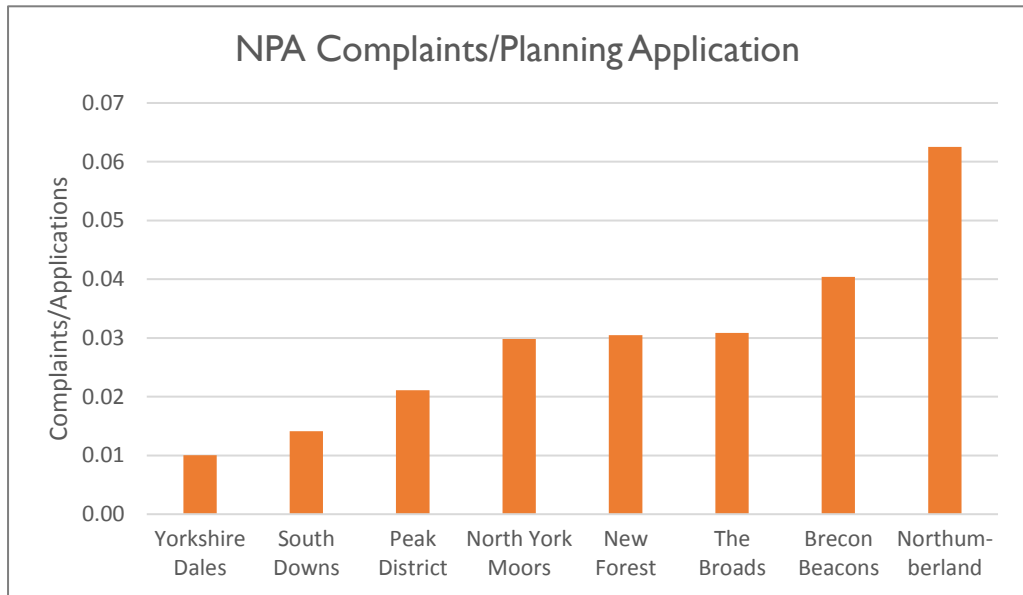
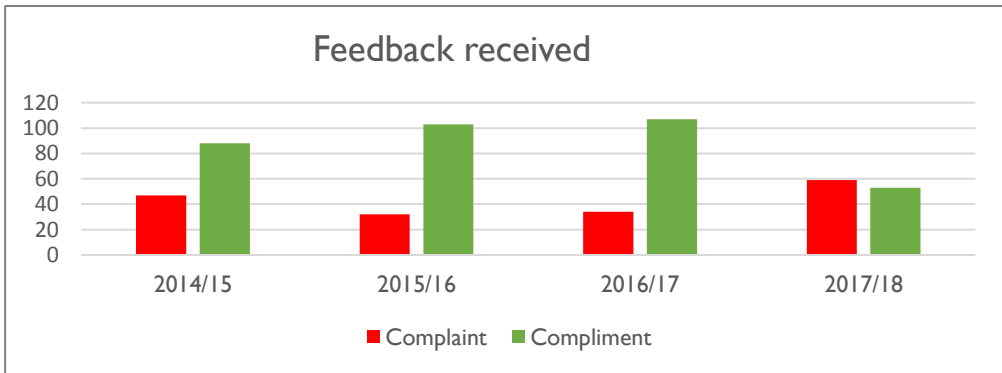


| Feedback received by Directorate | | |
|----------------------------------|------------|-------------|
| | Complaints | Compliments |
| Corporate Strategy | 1 | 8 |
| CPM | 2 | 8 |
| Planning | 56 | 37 |



Following on from the recommendations outlined within last year's conclusions we have now conducted a review of the complaints process and have made changes to improve the process. This has led to more efficient monitoring ensuring that we now have accurate complaints data. As a result of this new process the data presented above appears worse than the previous year. However, in the past host authorities complaints were not comprehensively recorded and monitored therefore we will look to next year's data for the first comparison to identify our true position in terms of complaints. As a result of complaints we have addressed specific issues and revised processes to prevent reoccurrences.

Conclusions

The complaints totals are up on previous years while compliments have dropped. The reason for this is, the compliments process has been reviewed and made more robust alongside the complaints process. The compliments are now vetted monthly with any entries deemed 'non-compliments' removed. This has resulted in an improvement in the quality and consistency of the compliments data. Planning continues to be the area of the business most complained about. However the total number of complaints still represents a very small percentage of the business transacted by the team (approx 1%), and given the nature of the work undertaken complaints will always be received in this area. When comparing the data across the National Parks family the complaints per planning application determined results are very strong, confirming us as the second highest at 1.41 complaints per 100 applications. The Yorkshire Dales were first with 1.00 complaints per 100 applications. When comparing complaints across our host authorities the business showed the highest number for complaints received (18). There were 3 cases that escalated to Ombudsman of which two were closed in our favour. In the third case the LGO found maladministration by Horsham District Council acting in behalf of the SDNPA under the s101 agreement. The Council accepted that due to a typographical error an inaccurate statement was included in the Planning Officers report, however the LGO found that this error did not affect the decision making process or cause the complainant an injustice. The NPA has liaised with Horsham to ensure that improved processes, highlighted through the investigation are put in place and Horsham DC has apologised for the fault identified.

Moving forward we will continue to implement the new complaints and compliments process and strive to improve the data management and ensure comprehensive data is captured in all cases. Specific attention will be placed on ensuring host authority complaints for services carried out on our behalf are inputted with efficiency. Finally, we will aim to decrease the number of complaint responses that failed to make it inside the allotted time, by implementing an alert system to ensure designated respondents are warned of looming deadlines, by better communicating with the designated respondents and their line managers, and by carrying out staff training. This forms part of our DM Improvement Plan.