

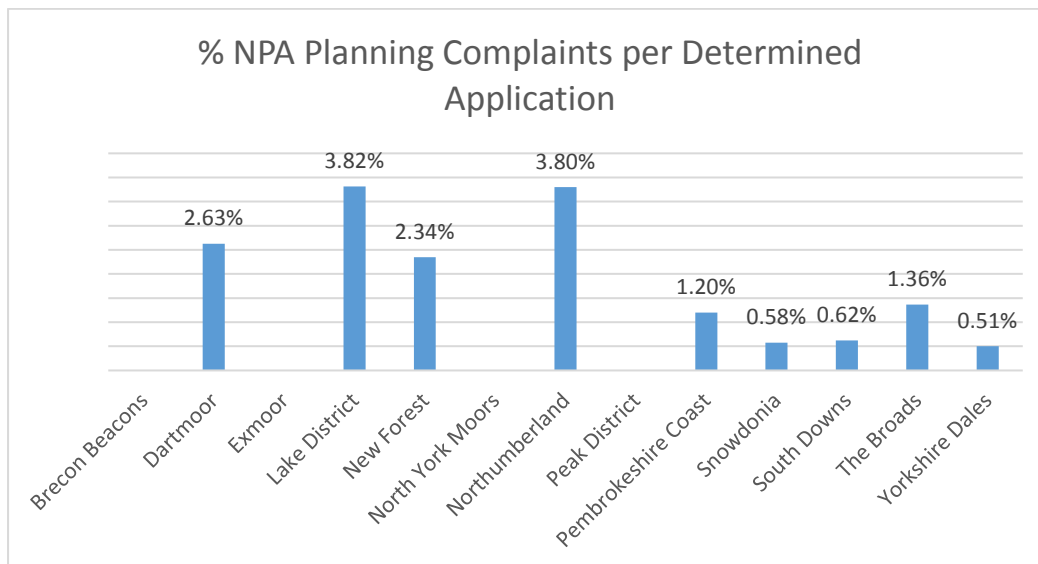
Complaints, Comments and Compliments 2018/19 Summary

This is the first full year of reporting since the implementation of the revised complaints and compliments reporting process, and therefore offers a clear comparison when viewed alongside the 2017/18 data.

Host Authorities have improved their reporting to the National Park and we continue to work closely with reporting officers to ensure that the compiled data is accurate and consistent across the National Park.

The number of complaints received this year has shown a drop of around 20% on the 2017/18 data; all complaints made this year relate to Planning. The total number of complaints continues to represent a very small percentage of the business transacted by the planning team, it is worth noting that the Planning team also received the greatest number of compliments during this period.

The number of complaints per determined planning application continues to be strong, when compared with data received from other National Parks, at 0.62 complaints per 100 applications. This is on a par with the Yorkshire Dales and Snowdonia National Parks who deal with around 10% of the number of planning applications the SDNPA deals with annually. The figures show an improvement on the previous year's performance of 1.41 complaints per 100 applications.



There has been an increase in the number of complaint responses being sent within the specific timeframe, due mainly to the improved system for monitoring the timeline of a complaint. For the 2018/19 year **63% of responses were within time**. The chart data for the stage of resolution includes those complaints opened in the previous reporting period which were closed during this reporting period.

The number of compliments has remained fairly static this year. Whilst compliments were received across all directorates, the highest number were for the planning team (71%). The monthly vetting of compliments has continued to improve the consistency of logged compliments. It should be noted that for the first time since the implementation of the new systems the number of compliments received outweighs the number of complaints.

