Yorkshire Dales National Park Authority **Item 10**

Audit & Review Committee

14 April 2026

Compliments and Complaints - Annual Report 2025-26

Purpose of the Report

1. To provide Members with an annual summary of compliments received, and complaints handled under the Authority's Complaints Procedure, during the period 1 March 2025 to 28 February 2026.

Recommendation

2. That the report is noted.

Strategic Framework

3. The information and recommendation contained in this report are consistent with the Authority's statutory purposes and support the strategic planning framework:

   - Corporate Plan Objective 31 - Provide high quality, efficient and effective services to the public and other stakeholders, achieving substantial assurance through an annual Customer Service audit.

Background

4. Complaints and compliments received by the Authority are reported annually to the Audit and Review Committee in April. Summary details of Requests for Information, which were previously reported to Members in this paper, are now published on a quarterly basis on our website.

5. The compliments log represents a snapshot of the types of compliments received by officers during the course of their work; we capture these both when members of the public email in directly to the Corporate Services Officer (as encouraged to do on our web page Compliments and complaints - Yorkshire Dales National Park : Yorkshire Dales National Park), and we also ask officers to forward any written or verbal compliments received by them or which are published on social media e.g. Tripadvisor. Many of these compliments are received by front-facing staff, in particular the Ranger teams and National Park Visitor Centre Information Advisers, but the report shows a wide range of

teams across the Authority in receipt of compliments.

6. Complaints are likewise received either directly to the Corporate Services Officer, or via officers and reception staff. All complaints are investigated according to the Authority's Complaints Policy and those handled under the formal two-stage process are reported to Members as part of this annual report.

7. The supervisory authority/regulator is the Local Government and Social Care Ombudsman ("LGSCO"); complainants are directed to the LGSCO if they remain dissatisfied after the Authority's investigations are complete. The last Annual Letter from the LGSCO (May 2025) confirmed there were no referrals to them relating to the Authority in the year ending 31 March 2025. There has been one recent notification from the LGSCO of a referral (original complaint processed by the Authority during the period March to May 2025), but to date we have received no further information/no indication that the complaint will be investigated.

Consideration

8. Members are asked to note the information contained in this report and the appendices covering the period from1 March 2025 to 28 February 2026:

   Appendix A - Compliments received

   Appendix B - Complaints investigated under the formal complaints procedure. Please note that as of September 2025, following a recommendation from internal audit, we include the actual date the response was issued as well as the number of working days taken to respond and this is shown in the table.)

Financial Implications

9. None

Legal Implications

10. None

Equality, Diversity and Inclusion Implications

11. The Authority's Complaints Policy has undergone an Equality Impact Assessment and is deemed low negative risk. Assistance is offered to anyone who may need assistance in making a complaint.

Lesley Knevitt
Corporate Services Officer