Yorkshire Dales National Park Authority **Item 8**

Audit & Review Committee

Date: 23rd April 2024

Annual Compliments and Complaints Summary

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 March 2023 to February 2024 inclusive

Recommendation

2. That the report is noted

Strategic Framework

3. The information and recommendation(s) contained in this report are consistent with the Authority's statutory purposes and support the strategic planning framework:
    - ***Corporate Plan 2023/24 Action 31****: Provide high quality, efficient and effective services and communications to the public and other stakeholders, and so maintain the Customer Service Excellence standard.*

Background

4. Complaints and Compliments are reported annually to the Audit & Review Committee in April.

Consideration

5. Members are asked to note the information contained in this report:

    Appendix A Compliments received March 2023 to February 2024 inclusive

    Appendix B Complaints investigated under the formal complaints procedure March 2023 to February 2024 inclusive

Financial Implications

6. None

Legal Implications

7. None

Equality, Diversity and Inclusion Implications

8. The Authority's Complaints Policy has undergone a current Equality Impact Assessment and deemed low negative risk.

Lesley Knevitt
Corporate Services Officer

Background Papers: Complaints Policy

Date: 5th April 2024