Yorkshire Dales National Park Authority **Item 9**

Audit & Review Committee

15 April 2025

Compliments, Complaints and Information requests - Annual Report 2024-25

Purpose of the Report

1. To provide Members with an annual summary of compliments received, complaints handled under the Authority's Complaints Procedure, and Requests for Information received, during the period 1 March 2024 to 28 February 2025.

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 2024/25 Objective 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. Following an internal audit recommendation, in accordance with best practice, requests for information received under the terms of the Freedom of Information Act 2000 (FoI) or Environmental Information Regulations 2004 (EIR); and Subject Access Requests made under the terms of UKGDPR/the Data Protection Act 2018 will also be reported.

5. The Freedom of Information Act 2000 provides public access to documented/recorded information held by public authorities. However, if a request relates to environmental information ie information that "relates to or affects the environment" it must be considered under the terms of Environmental Information Regulations. Most requests for information received by the Authority will be considered under EIR.

Consideration

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

Appendix A Compliments received 1 March 2024 to 28 February 2025

Appendix B Complaints investigated under the formal complaints procedure 1 March 2024 to 28 February 2025

Appendix C Requests for Information received and responded to between 1 March 2024 to 28 February 2025

Financial Implications

7. None

Legal Implications

8. None

Equality, Diversity and Inclusion Implications

9. The Authority's Complaints Policy, and Access to Information Procedure documentation/Data Protection Policy, have each undergone an Equality Impact Assessment and deemed low negative risk. Assistance is offered to anyone who wishes to make a complaint and/or request information

Lesley Knevitt
Corporate Services Officer