

**Compliments and Complaints:  
7 June to 21 Nov 2022**

	<b>Written/Verbal Compliments Received</b>	<b>No</b>	<b>Written/Verbal Complaints Received</b>	<b>No</b>
<b>Witney Town Council</b>	<b><u>Parks &amp; Recreation</u></b>		<b><u>Parks &amp; Recreation</u></b>	
	Compliments for works team for flowers around town and clearing up mess under Buttercross	1	Complaint re overgrown trees Oxlease – we agreed to cut branches	1
	Compliments to works team for prompt attention to branches to be pollarded	1	Complaint re trees at Burwell Meadow	1
	Compliment re the lake and the large fish now apparent from fishermen	1	Complaint re lack of facilities for girls only football	1
	Compliment from fishermen re lake – clearer and cleaner	1	Complaint re trees at Manor Road	1
	Compliment from dogwalkers re improvements recently at Lake & Country park	1		
	<b><u>Halls, Cemeteries &amp; Allotments</u></b>		<b><u>Halls, Cemeteries &amp; Allotments</u></b>	
	Compliment to team for being polite, discrete and professional at family internment	1	Complaint re items removed from grave	1
	Compliments to Corn Ex staff for assistance at Ukulele gig, helpful setting room up and ensuring all went smoothly	1	Complaint re slipping at grave	1
	Compliments from In Bloom judge that our cemetery is one of the better maintained ones he has seen	1	Complaint re bar staff at Burwell Hall finishing early and not checking drinks required first	1
	Compliment from customer for cleanliness of Corn Ex toilets	2	Complaint re Windrush cemetery grass cutting	1
	Compliment from family at funeral for efficiency of team	1	Complaint re late opening Burwell Hall – refund and free booking next year agreed	1
	Compliment from customer re grave spaces for lengths gone to in support of customer with terminal illness	1		
	Compliment for service in tracing historic grave	1		
	Compliments to Admin for being amazing throughout process of arranging mothers resting place – above and beyond making an unbearable time a lot more bearable	1		
	<b><u>Stronger Communities</u></b>		<b><u>Stronger Communities</u></b>	
	Thanks from Witney Music Festival for support for event	1	Complaint re lack of benches Newland – we agreed to add refurbished one	1
	Thanks to Admin in setting up arrangements for new football team and making them welcome	1	Complaint re delay in lighting Corn Ex for Artificial Nutrition Awareness	1
	Thanks given by Church Administrator re support and help given by PA	1	Disappointed with length of wreath laying and last hymn not announced and sound system not good. Not enough handing out leaflets	1
	Compliments re impeccable organisation of Remembrance Service by OCC Cllr	1	Disappointed as didn't attend due to leaflet through door saying event cancelled	1
	Compliments to TS and AW re organization of Remembrance Day by RAF	1	Resident understood reason for printing less leaflets at	
	Compliments by resident re fantastic Remembrance Day and			

	<p>for supply of seats</p> <p>Thank you card for Remembrance Sunday. Impressed by all who took part in such respectful manner &amp; appreciated all hard work VEO and team obviously put into event</p> <p>Thanks for perfect 'non parade' in tribute to lives lost &amp; those that serve our country.</p> <p>Thanks to VEO &amp; team for support with Poppy Appeal</p> <p>People in crowd said service was lovely and very dignified</p> <p>Resident said amazing Remembrance thanks for providing lovely service; no one realises effort &amp; time behind scenes.</p> <p>Well done WTC you did really well</p> <p><b><u>Policy, Governance &amp; Finance</u></b></p> <p><b><u>Climate, Biodiversity &amp; Planning</u></b></p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p>Remembrance, but struggled juggling reading on screen and taking photos</p> <p><b><u>Policy, Governance &amp; Finance</u></b></p> <p><b><u>Climate, Biodiversity &amp; Planning</u></b></p>	<p>1</p>
<b>West Oxfordshire District Council</b>			<p><b>WODC</b> – complaint re outside seating on Church Green restricting cars access</p> <p><b>WODC</b>- complaint re removal of waste bin</p> <p><b>WODC</b> – overgrown path Lowell Place &amp; Ashcombe Close</p> <p><b>WODC</b>- refusal to print bin collection calendars – WTC had requests to print</p> <p><b>WODC</b> – complaint re payment service for bulky waste</p> <p><b>WODC</b> – complaint re verges hedges, but not WTC owned</p>	<p>1</p> <p>4</p> <p>1</p> <p>20+</p> <p>1</p> <p>1</p>
<b>Oxfordshire County Council</b>			<p><b>OCC</b> – complaint re yellow lines in road leading to lake</p> <p><b>OCC</b> – complaint re 20 mph</p>	<p>2</p> <p>40+</p>
<b>OTHER</b>			<p><b>OTHERS</b> – complaint re change of parking availability at Royal Mail premises – carried out Land Registry search and advised correct company to complain to – not WTC</p> <p><b>OTHERS</b> – complaint to pass to Allotment Users re lighting fire in hot weather</p>	<p>1</p> <p>1</p>
	<b>Compliments via social media</b>	<b>No</b>	<b>Complaints via social media</b>	<b>No</b>
<b>WTC Twitter</b>	<p><b><u>Parks &amp; Recreation</u></b></p> <p>Compliment re Witney In Bloom wheelbarrows</p>	<p>1</p>	<p><b><u>Parks &amp; Recreation</u></b></p>	

	<p><b><u>Halls, Cemeteries &amp; Allotments</u></b></p> <p><b><u>Stronger Communities</u></b> Compliment at lighting up of Corn Exchange</p> <p><b><u>Policy, Governance &amp; Finance</u></b></p> <p><b><u>Climate, Biodiversity &amp; Planning</u></b></p>	1	<p><b><u>Halls, Cemeteries &amp; Allotments</u></b></p> <p><b><u>Stronger Communities</u></b></p> <p><b><u>Policy, Governance &amp; Finance</u></b></p> <p><b><u>Climate, Biodiversity &amp; Planning</u></b></p>	
<p><b>WTC Facebook</b></p>	<p><b><u>Parks &amp; Recreation</u></b> Compliment re Witney in Bloom wheelbarrows on the Leys and how lovely to be sited near us Compliments re wildflower planting Oxlease &amp; Burwell Compliment re Tiny Forest – Inbloom Compliment re Ranger Day at Witney Lake</p> <p><b><u>Halls, Cemeteries &amp; Allotments</u></b> Compliment re Tower Hill cemetery InBloom</p> <p><b><u>Stronger Communities</u></b> Compliment re sharing important info re Royal Life Saving Society during Drowning Prevention week Compliments re lighting up Corn Exchange Compliment &amp; thank you re Merchant Navy Day Compliments re Car Free Day Blue Plaque for Alice Maud Batt – compliment received Compliment re Remembrance Day</p> <p><b><u>Policy, Governance &amp; Finance</u></b></p> <p><b><u>Climate, Biodiversity &amp; Planning</u></b></p>	<p>1</p> <p>3</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>2</p> <p>2</p> <p>1</p> <p>6</p>	<p><b><u>Parks &amp; Recreation</u></b> Posting re Volunteer litter pickers from Audley Travel – complaint that volunteers doing what WTC should be doing Comment that Splash Pad closed for mechanical reason Complaint about football on the Leys Complaint re lack of sustainability and digging up perennials at Burwell Hall</p> <p><b><u>Halls, Cemeteries &amp; Allotments</u></b></p> <p><b><u>Stronger Communities</u></b> Complaint re lack of parade at Remembrance Day</p> <p><b><u>Policy, Governance &amp; Finance</u></b></p> <p><b><u>Climate, Biodiversity &amp; Planning</u></b></p>	<p>1</p> <p>1</p> <p>2</p> <p>1</p> <p>1</p> <p>1</p>

	Totals			