

FULL COUNCIL

Date: Monday, 5 December 2022
Title: Compliments & Complaints
Contact Officer: Deputy Town Clerk - Adam Clapton

Background

Witney Town Council welcomes all comments, compliments, and complaints as they help identify how it is performing and how services it provides can be improved.

Current Situation

A list of compliments and complaints, compiled by the PA to the Town Clerk & Mayor, between July and 21 November 2022 is attached for information. The list encompasses comments either made explicitly as or interpreted as a complaint in line with the Council's Complaints Procedure.

There have been 50 compliments and 20 complaints and of these, all but the most recent have been resolved. Most interactions continue to be by verbal and written (email) although a number of comments have been taken from the social media pages.

Complaints received on services provided by other Authorities are included for information.

The compliments received point at good administrative customer service on events held with the church, assisting a new football club and in the booking of (and execution of) burials. Visible operational services provided by the Council have also received compliments including for the works team, maintenance of the cemetery, cleanliness of public halls toilets and work at the Lake & Country Park.

The complaints mainly focus on trees in green spaces, lack of sporting facilities, staffing at public halls parties and the upkeep of Windrush Cemetery.

In addition, these results contain the comments, positive and negative, received regarding the Remembrance Sunday Service. It should be noted that two of the complaints are about misunderstandings outside of the town council's control.

It is good practice for the Council to review these complaints, and compliments bi-annually to demonstrate its ongoing commitment to provide excellent customer service and governance.

Environmental impact

Having declared a Climate Change Emergency at its Council meeting on 26 June 2019 – with this in mind Councillors should have due regard to the environmental impact of any decisions they make with regard to its facilities and services it operates.

Risk

In decision making Councillors should give consideration to any risks to the Council and any action it can take to limit or negate its liability.

Financial implications

There are no financial implications pertaining to this report.

Recommendations

1. Member are invited to note the report and accompanying compliments/complaints list.