

FULL COUNCIL

Date: Monday, 26 June 2023

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 & Secretary to the Mayor between 22 November 2022 and 12 June 2023 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 25 compliments and 46 complaints regarding town council services and of these, all but the most recent have been satisfactorily resolved. Most interactions continue to be by verbal and written (email) means although a number of comments and compliments have been taken from the Council's social media pages. Complaints received regarding services provided by other Authorities are included for information.

The compliments received show good service by the administrative and works teams along with the refurbishment of the Corn Exchange/Bar and events being held there.

The complaints mainly focus on grounds maintenance and cemetery issues, but also include comments on events and other facilities.

A small number of complaints are repeat contacts from issues earlier in the year, while others including weeds/the appearance of the cemeteries are being addressed through committees, i.e., potential reintroduction of pesticides in sensitive areas, signs at Tower Hill Cemetery. Where complaints relate to individual services, these are dealt with by Line Managers. All active complaints are currently in hand with Senior officers of the Council.

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 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.

There is reputational risk if complaints are not dealt with in a timely and satisfactory manner. This report highlights the Council takes all complaints seriously.

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.