

Compliments and Complaints

22 November 22 to 12 June 2023

	Written/Verbal Compliments Received	No	Written/Verbal Complaints Received	No
Witney Town Council	<u>Parks & Recreation</u> compliment re The Leys from football team compliment re condition of King George and prompt repair of goal damage compliment to works team re King Georges Field	3	<u>Parks & Recreation</u> Leys Playpark in poor state of repair	10
			Complaint re delay in booking The Leys for circus	
			Complaint re bench location	
			Leys toilets - standard of cleaning and out of order	
			complaint re damaged guttering by football team	
			tall grass at St George's Field	
			complaint re Hatwells' signs and inappropriate responses from Hatwells' staff	
			complaint re Quarry Road grass	
			complaint re noise at Witney Music Festival	
			complaint re mound at Burwell grass and top removed	
	<u>Halls, Cemeteries & Allotments</u> compliment re café aesthetic, atmosphere, artwork, music compliments to Admin and Events teams re Burwell Hall booking arrangements compliment to Admin re organising interment of ashes and works team groundsmen compliment from Arts Society re transformation of Corn Exchange compliment re Steiff Event and praise for Corn Exchange seating compliment re help interment and transfer of deeds from Admin. Compliment to Works team customer service, helpful respectful real gentleman, comforting to family and respect shown thanks to Admin for help in arranging plaque in Tower Hill	7	<u>Halls, Cemeteries & Allotments</u> complaint re Tower Hill cemetery	21
			Complaint re delayed burial date offered	
			complaint re time advertised for Corn Exchange event	
			Chandler memorial complaint at Tower Hill re positioning incorrect	
			grave damage by tyre tracks	
			Headstone damage at Tower Hill	
			complaint re parent's grave covered with dirt when adjacent grave dug	
			complaint re mum's grave – track marks	
			complaint re no hot water, no prosecco, not enough glasses at Burwell for hall booking	
			removal of gate at the Moors	
			state of Windrush cemetery	
			complaint re declining appearance of Windrush Cemetery	
			complaint re state of grave	

			Weeds and long grass at Tower Hill	
			complaint re grass at Burwell Hall car park	
			complaint re damage to headstone	
			overgrown grass in St Mary's Churchyard	
			complaint re attitude of contractor in cemetery	
			complaint re cancelled Market at Corn Exchange	
			complaint re delay re interment	
			complaint re residents from Smith Estate using new gate to access cemetery for exercising dogs	
		7	Stronger Communities compliment to Senior Admin re help with bridge request compliment re Happy to Chat Bench compliment for Operations Mgr putting him in touch with Witney allotments thanks to Operations Mgr for sorting sandbag storage for residents Riverside Gdns compliment to Comm Engagement and WTC for amount of social/community events arranged compliments with way WTC and WAS collaborate on ventures and appreciate WTC assistance with other items and requests e.g., gates and fences parent gave compliment to works team at the Leys Park chatting to child when using excavator and dump truck	4
			Stronger Communities complaint re scruffy town centre and rough sleeper complaint re lack of recognition for St George's Day Bench removal request due to bad condition and meeting place for unacceptable behaviour complaint re people leaving poo bags in Oxlease and removal of bin	
			Policy, Governance & Finance complaint re delay in sending invoice for funeral complaint re behaviour of volunteer council staff member at event	2
			Climate, Biodiversity & Planning complaint re tall trees at Thorney Leys not happy re gate lacked stopping access to lake from Ducklington complaint re trees and shrubs unmanaged various locations complaint re 'dangerous tree'	9

			complaint re info on ownership Moors Field & allotments land	
			complaint re inadequate hedge tidy work at 5 Cogges Hill Rd	
			complaint re Burwell mowing and trees not being cut	
			wheel ruts in country park	
			Complaint re injured arm from falling tree branch at WMF	
West Oxfordshire District Council			Lift in Welch Way carpark	3
			Litter in Queen Emma's dyke by underpass	
			complaint re Marriots Walk	
Oxfordshire County Council			complaint re 20 mph	4
			complaint re yellow lines on Witney bypass	
			complaint re grafitti on A40 Ducklington Land Bridge	
			complaint re closed High St	
OTHER				
	Compliments via social media	No	Complaints via social media	No
WTC Twitter	<u>Parks & Recreation</u> compliment re The Leys, play area, splash park, golf, tennis etc well done	1	<u>Parks & Recreation</u>	
	<u>Halls, Cemeteries & Allotments</u> compliment that the cemetery very good always looks nice	1	<u>Halls, Cemeteries & Allotments</u>	
	<u>Stronger Communities</u> compliment re bike repair stand at the Leys	1	<u>Stronger Communities</u>	
	<u>Policy, Governance & Finance</u>		<u>Policy, Governance & Finance</u>	
	<u>Climate, Biodiversity & Planning</u>		<u>Climate, Biodiversity & Planning</u>	

WTC Facebook	<u>Parks & Recreation</u>	5	<u>Parks & Recreation</u>	
	<u>Halls, Cemeteries & Allotments</u>		<u>Halls, Cemeteries & Allotments</u>	
	compliment re Corn Exchange event, loved vibe of CE			
	compliments to team putting on successful music event			
	compliment re Corn Exchange busy and vibrant			
	thanks to team for wonderful night of music at CE			
	compliment re fun night at Corn Exchange music event			
	<u>Stronger Communities</u>		<u>Stronger Communities</u>	
	<u>Policy, Governance & Finance</u>		<u>Policy, Governance & Finance</u>	
	<u>Climate, Biodiversity & Planning</u>		<u>Climate, Biodiversity & Planning</u>	
	Totals	25		53