

FULL COUNCIL

Date: Monday, 4 December 2023

Title: Compliments & Complaints

Contact Officer: Deputy Town Clerk

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

During this meeting cycle, Committees have reviewed comments from the resident's satisfaction survey regarding the Council's services while considering projects for the 2024/25 fiscal year. These were generally negative by nature, although the overall score on services was good.

Members should note the positive feedback on the attached list and celebrate these successes as well as noting the complaints received.

A list of compliments and complaints, compiled by the PA to the Town Clerk & Secretary to the Mayor between 13 June 2023 and 27 November 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 via non-social media communications.

There have been 18 compliments and 44 complaints regarding town council services and all, but 2 more recent ones have been satisfactorily resolved/closed. A further 55 compliments have been noted on social media at the end of the list.

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

The compliments received continue to be predominantly regarding the staff and individuals who have provided excellent service/customer service to residents. The social media comments pick up successful projects and outcomes, such as the Post Boxes to Heaven.

The complaints continue to mainly focus on the Council's open spaces, some of which have been addressed through committee actions and improved equipment and working processes.

Where complaints relate to individual services, these are dealt with by Line Managers and the Senior Management team.

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.

A review of the complaints procedure will be undertaken by the Deputy Town Clerk before the end of March 2024.

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. Officers must balance resident expectation against agreed policies and available resources. 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.