

Compliments and Complaints

13 June 2023 to 27 November 2023

	Written/Verbal Compliments Received	No	Written/Verbal Complaints Received	No
Witney Town Council	<p><u>Parks & Recreation</u></p> <p>compliment re disabled toilets at the Leys</p> <p>compliment re cutting down overgrown bushes Queen Emma's Dyke which assisted wheelchair user</p> <p>works team have received a lot of compliments for the new dog bins at West Witney</p> <p>compliment re hedge work completed by works team</p> <p>compliment re Christmas lights</p> <p>complaint re Burwell Hall slippery path</p> <p>compliant re hedge cutting</p>	7	<p><u>Parks & Recreation</u></p> <p>complaint re overgrown area cycle track alongside WW sports. Overgrown area Tower Hill bet Park Rd and Wilkinson PI</p> <p>complaint re Health & Safety at The Leys park</p> <p>complaint re dog poorly needing urgent treatment for toxicity due to green waste at West Witney</p> <p>complaint about anti-social behaviour by cyclist which was reported to TVP on her behalf, but also the amount of litter and lack of bins in the cemetery</p> <p>complaint re screwdrivers attached to cycle repair stand at the Leys</p> <p>complaint re powerful speaker noise at Skate Park</p> <p>complaint re maintenance of paths local to Burwell Drive and inc park encroached by grass making path too narrow</p> <p>complaint re skatepark noise</p> <p>complaint re lack of maintenance of Leys park</p> <p>complaint re quantity of Witney Feast signage and whether illegally on lampposts</p> <p>complaint re Leys playground splash park dirty & dangerous</p> <p>complaint re splash park pooling water, parts needed pressure washing to get rid of algae on surface</p>	

	<p><u>Halls, Cemeteries & Allotments</u></p> <p>Thanks for support with making Witney Wine Festival a massive success</p> <p>compliment to Admin team for help with finding graves</p> <p>compliment re Burwell Hall event - inc caretaker</p>	<p>complaint re human faeces left on the Leys following Witney Feast</p> <p>complaint re long grass at Tower Hill football pitches and potential injury</p> <p>complaint re loud persistent shouting and offensive language by sports teams at King Georges Field</p> <p>complaint re grass at WWSSC</p> <p>complaint re hedge cutting on Cogges - particularly Stanton Harcourt Rd to Cogges Hill Rd</p> <p>complaint re damage to pagoda</p> <p>complaint re ivy growth at bottom of garden. Asked for action to control growth</p> <p>complaint re access to Witney Lake</p> <p>complaint re Weavers Close lack of tending to green area</p> <p>damage to fence at Eton Close by works team</p> <p>complaint re dead tree and dead ivy also fence needs attention</p> <p><u>Halls, Cemeteries & Allotments</u></p> <p>complaint re state of Tower Hill Cemetery maintenance</p> <p>complaint re food consumed at Corn Exchange</p> <p>complaint re state of weeds next to parents graves</p> <p>complaint re removal of items at father's grave</p> <p>complaint re alarm sounding on entry to hall and told – keys to be returned after holding them 2 years. Admin were unable to ascertain caretaker arrangements</p>	<p>23</p>
	<p>3</p>		

	<p><u>Stronger Communities</u></p> <p>compliment to Comms Officer and WTC for amount of social/community events arranged.</p> <p>compliment to team re Christmas Light Design award</p> <p>compliments to all staff involved in Advent Fayre</p> <p>compliments to Communities Admin re advent Fayre</p>	<p>Complaint re trees in St Mary's Church</p> <p>complaint re notification left on grave regarding garden area on mother in laws grave</p> <p>not happy with standard of maintenance at Tower Hill</p> <p>complaint re notification left on grave as felt should be allowed full length garden.</p> <p>complaint re noise after midnight and plastic glasses discarded at Langdale Hall</p> <p>complaint re front door being locked at Corn Exchange</p> <p>complaint from ticket booker re booking fees and arrangements at CE</p> <p>complaint that Corn Exchange not lit blue in recognition of World Diabetes Day</p> <p>complaint re daughters injured finger at Corn Exchange</p> <p><u>Stronger Communities</u></p> <p>complaint re lack of defibrillators</p> <p>complaint re car parking on WTC land</p>	<p>14</p> <p>2</p>
	4		

	<p><u>Policy, Governance & Finance</u></p> <p><u>Climate, Biodiversity & Planning</u> Thanks to Admin for seeing that trees adjacent to property were dealt with</p> <p>compliment re wildflowers on Welch Way roundabout</p> <p>compliment re wild flowers on roundabout at top of Corn Street; looks beautiful and hope idea spreads</p> <p>compliment re wildflowers on roundabout bottom of Curbridge Road and Tower Hill</p>	4	<p><u>Policy, Governance & Finance</u></p> <p>complaint re behaviour of volunteer</p> <p><u>Climate, Biodiversity & Planning</u> Complaint re residue from trees causing car to need washing, moss gathers on garage room and drive way; request for trees to be cut back</p> <p>complaint re height of vegetation on Thorney Leys roundabout</p> <p>complaint re ivy over resident garage - works team member rude and wouldn't remove</p> <p>complaints re lack of flower beds and amenities, complaints re trains and taxis</p>	1 4
		18		44
West Oxfordshire District Council			complaint re Marriots Walk	
			complaint re overflowing bin outside funeral director's office	
			complaint re Witney shopping area	
			complaint re dog mess by resident's home. WODC directed to WTC. Dog bins in the area are owned by WODC	4
OTHER			Litter in Queen Emma's dyke by underpass – Environmental Agency responsibility but WTC cleared	
			complaint re yellow lines on Witney bypass – Highways OCC	
			complaint re graffiti on A40 Ducklington Land Bridge – Highways OCC	3

	Compliments via social media	No	Complaints via social media	No
WTC X (formerly Twitter)	<p><u>Parks & Recreation</u> <u>Halls, Cemeteries & Allotments</u> <u>Stronger Communities</u></p> <p>Remembrance - “Yesterday, @WitneyTownCouncil arranged a beautiful remembrance Sunday service. Visiting the battlefields a few years ago with the kids (after my nephew's wedding in the southern Netherlands) was one of the most moving experiences of my life.”</p> <p>New green bus shelters - “Fab x”</p> <p><u>Policy, Governance & Finance</u> <u>Climate, Biodiversity & Planning</u></p>	2	<p><u>Parks & Recreation</u> <u>Halls, Cemeteries & Allotments</u> <u>Stronger Communities</u></p> <p><u>Policy, Governance & Finance</u> <u>Climate, Biodiversity & Planning</u></p>	
		2		
WTC Facebook	<p><u>Parks & Recreation</u></p> <p>Cleaning the Buttercross compliments: “Looks good.” “Fantastic work” “Great and a fitting treatment.”</p> <p>The Hedgehog Club – “Great job” “Well done looks great”.</p> <p>Reveal of plans for the Wheeled Sports Park: “This is brilliant. Well done Witney Town Council.” “Well done – glad someone is thinking about the young people in Witney (and the young at heart!!)”</p> <p>Leys Splash Park fix Thank-you for all the happy children good job”</p> <p><u>Halls, Cemeteries & Allotments</u></p> <p>“Huge thanks to CE for showing of the football. Brilliant to celebrate with a load of other Witney folk” “What a great experience (football screening) Thanks to CE</p>	3 2 2 1	<p><u>Parks & Recreation</u></p> <p><u>Halls, Cemeteries & Allotments</u></p>	

and WTC for making this campaign memorable one”
“Loved seeing Lionesses play on a big screen at CE Witney”
“Thanks to WTC and CE for putting on a lovely event. Great to see on big screen”
Resident had walked past CE not taking notice, but thanks to WTC and CE attended football. “Lovely free event with flags. Surprised at huge range of events running and since booked cinema and another football event. Great venue definitely will attend more often now”
“WOW – how exciting”
“Nicely done!”

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Post Boxes to Heaven

“How lovely xx”
“This is a lovely idea, I recently lost my godmother and wanted to write her a letter, now I know where to post it.”
“This is absolutely amazing so so lovely xxx”
“Such a wonderful idea”
“That is a beautiful idea”
“Just left a lump in my throat and tears in my eyes”
“Such a great idea will benefit so many”
“How wonderful this is, fabulous idea”
“Such a lovely idea. Will be looking out for this when I visit my nanny and take her flowers”
“Beautiful idea, hopefully all the cemeteries will follow suit.”
“Such a thoughtful idea.”
“This is beautiful”
“Amazing idea. I wish my sons had a post box when they lost their nan. I am glad that my grandchildren will have a special place where they can go and still believe.”
“What an amazing idea”
“Saw that one the other day think it’s a wonderful idea for everyone”
“Absolutely lovely idea xx”
“Thank you. This is a beautiful idea and I know it will be greatly appreciated”
“That is just loveliest idea”
“This is a beautiful touching project”
“Why hasn’t this been thought of before it’s a beautiful idea”
“Amazing idea”

	<p>“Well! Some councils with a heart. How lovely is this. Well done Witney Town Council and the other few. Hope many others follow suit.”</p> <p><u>Stronger Communities</u></p> <p>Witney Play Day “this looks fun!!” “L’s got club that day, looks good though!” “it looks good fun” “That looks great thank you xxx”</p> <p>Yellow Submarine Community Window “Fantastic”</p> <p>New green bus shelters “Fab x</p> <p>Raising of the red ensign “What a thoughtful gesture well done”</p> <p><u>Policy, Governance & Finance</u></p> <p>Councillors at the café: “It would be great if more Parishes and Town Councils were to emulate this as a means of contact with the community(ies) that the Councillors are elected to represent. Well done WTC” “Great idea!”</p> <p><u>Climate, Biodiversity & Planning</u></p> <p>Stricken lime tree planting: “Excellent” “Good work w t c x”</p> <p>Witney Lake receives silver for Britain In Bloom: “Well done Carl and everyone who has helped make this happen. We're really looking forward to having our first Nature NOW Play and Explore at the lakeside this Thursday morning. We've chosen the lake because there's lots of nature for small people to explore in, it's easy to get to -</p>	<p>22</p> <p>4</p> <p>1</p> <p>1</p> <p>1</p> <p>2</p> <p>2</p>	<p><u>Stronger Communities</u></p> <p><u>Policy, Governance & Finance</u></p> <p><u>Climate, Biodiversity & Planning</u></p>	
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	<p>and of course, it's well looked after!" "Very well done"</p> <p>Wildflower Roundabouts "Our Year 5 class talked about it yesterday as a good example of encouraging biodiversity." "Really lovely to see, a bees and butterflies heaven" "Stunning"</p>	<p>2</p> <p>3</p>		
	Totals	53		0