

## FULL COUNCIL

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**Date:** Monday, 17 June 2024

**Title:** Comments, Complaints & Compliments

**Contact Officer:** Deputy Town Clerk

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### 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 1 December 2023 and 4 June 2024 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 as well as comments on social media communications.

There have been 51 identified compliments/positive comments and 35 complaints/negative comments regarding town council services and all, but 5 more recent ones have been satisfactorily resolved/closed. 5 complaints received regarding services provided by other authorities are included for information.

The compliments received are predominantly regarding the staff and individuals who have provided excellent service/customer service to residents, the completion of well-received projects (Wheeled Skate Park) and events (D-Day 80<sup>th</sup> Anniversary).

The complaints continue to mainly focus on the Council's open spaces which are the noticeably visible areas.

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 complaint's procedure will be undertaken by the Deputy Town Clerk when possible during the year.

Each Committee will receive comments from the resident's annual satisfaction survey during the next cycle of meetings.

### 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. Members and Officers must balance resident expectation against agreed policies and available resources. This report highlights the Council takes all complaints/comments seriously and applauds compliments when received.

## **Financial implications**

There are no financial implications pertaining to this report.

## **Recommendations**

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