

Compliments and Complaints

1 December 2023 to 4 June 2024

	Written/Verbal Compliments Received	No	Written/Verbal Complaints Received	No
Witney Town Council	<p><u>Parks & Recreation</u> Compliment to works team for prompt leaf removal Compliment – “new skatepark is fantastic”</p>	2	<p><u>Parks & Recreation</u> Complaint about parking at WWSSC by WTC vehicles Complaint re Burwell recreation ground worn away causing puddles and mud Complaint re dogs in children’s play areas at Leys and insufficient signage Complaint re football pitches availability and cancellations Complaint re signage at the Leys re dogs being banned from play areas Complaint re large quantity of dog waste on the Leys Complaint re the Leys playpark plastic coming up causing trip hazard Complaint re Oxlease exercise equipment noisy and needing oiling Complaint re safety matting slippery at Wood Green play area Complaint re state of grass length at Newland War Memorial Complaint re users of wheeled skate park not allowing scooters Complaint re skate park users Complaint that council illegally using WW sport ground Complaint re sports places in Witney</p>	14
	<p><u>Halls, Cemeteries & Allotments</u> Compliment for organising memorial bench in time for anniversary Compliment for recent evenings at Corn Exchange and special thanks for caretaker “for making everything much better” Compliment to caretaking staff Compliment to staff for support through memorial bench application Compliment to staff re CE event “will look at using venue again in future. Heartfelt thanks to caretaker for help and</p>		<p><u>Halls, Cemeteries & Allotments</u> Complaint re facilities available for hall hire booking for party Complaint re parking at Corn Exchange Complaint re burial availability delay Complaint from hall user re heating going off early</p>	4

	<p>support” Memorial bench – “Thanks to everyone who contributed to make the memorial bench happen. Admin team particularly. Showing of D-day film at Corn Exchange - "the showing of the film was great; very poignant in view of today’s date plus rations! More of the above at £2 would tempt us over 60s in!"</p> <p><u>Stronger Communities</u> Thanks from Witney Shed for wood delivery from Operations team Thanks to WTC staff from Witney Shed for raffle money from bake sale for World Men’s Day Compliment from resident at Cllrs Café re development of the town in an amazing way Compliment to officers organising D-day event - “arrangements look thoughtful and inclusive” Compliment to Admin/Reception for helpful front of house service Thank you to Comms Officer and team for hard work and effort in making commemoration service for D-day such a wonderful occasion. Most moving and respectful tribute. Not too sombre and pitched at perfect level for all. Without exception all those who contributed did so in such a dignified and sincere manner. You certainly did the Town proud D-day arrangements- “what a wonderful service, you did Witney proud” Soldier stories –“that’s a lovely thing” Compliment for Soldier stories and lantern pack for care homes</p> <p><u>Policy, Governance & Finance</u></p> <p><u>Climate, Biodiversity & Planning</u> Flowers around the town “brightens up a spring day” Spring planting compliment - Compliments about larger planter at Five Ways roundabout “looked beautiful and wonderful combination of flowers on show” Spring planting – “lovely colour choices and given her a lift”</p>	<p>7</p> <p>9</p>	<p><u>Stronger Communities</u> Complaint about “ the state of the town, run down and no-one doing anything about it” Complaint about cancellation of civic visit to an afternoon tea at care home (due to unforeseen circumstances) Complaint re resident parking on WTC land</p> <p><u>Policy, Governance & Finance</u></p> <p><u>Climate, Biodiversity & Planning</u> Complaint re maintenance of a green area in Weavers Close Complaint re grounds maintenance workers Complaint re lack of tree debris clearance at Cogges Complaint re trees extending to resident’s property causing rodents to gain access</p>	<p>3</p>
--	--	-------------------	--	----------

	Compliment to Admin for organising grass cut and works team for great job Compliment to works team for flower beds in town	5	Complaint re trees in front of property in Pensclose Complaint re trees adjacent to resident's property Complaint re grass trimmings left over resident's driveway	7
West Oxfordshire District Council			Complaint re litter bins in town and asking for green bin Concerns by residents re proposed Deer Park training ground Complaint re removal of litter bin	3
			Complaint re maintenance of green areas owned by WODC and OCC	1
OTHER			Complaint re nearly tripping in Market Square Witney due to slippery pavement – should be OCC	1
	Compliments via social media	No	Complaints via social media	No
WTC X (formerly Twitter)	<u>Parks & Recreation</u> Wheeled Sports Park final design “Most excellent work” “fabulous” <u>Halls, Cemeteries & Allotments</u> <u>Stronger Communities</u> <u>Policy, Governance & Finance</u> <u>Climate, Biodiversity & Planning</u>	2	<u>Parks & Recreation</u> WWSSC sports facilities football in particularly seriously lagging behind other towns, good WTC have recognised, but lots still to be done <u>Halls, Cemeteries & Allotments</u> <u>Stronger Communities</u> <u>Policy, Governance & Finance</u> <u>Climate, Biodiversity & Planning</u>	1

WTC Facebook	<p><u>Parks & Recreation</u> Improvement to WWSSC – “awesome” “fantastic news, massive” “spending money on good stuff” “long time coming but pleased to see something positive happening” Wheeled Skate Park final design reveal “most excellent work” Wheeled Skate Park opening “excellent” “excellent – can’t wait for the basketball to be there too” “looks fab, just need some Banksy colour on it. Love the fun logo too” “looks great” “love this; amazing” “well done WTC and all the Cllrs (Witney Labour Cllrs) responsible for giving our young people such a fabulous facility” “looks amazing; great place for all to enjoy. Can’t wait to visit thank you to all involved”</p> <p><u>Halls, Cemeteries & Allotments</u> Compliment re organising memorial bench Burwell Hall promotion – very good hall</p> <p><u>Stronger Communities</u> International Women’s Day videos by Town Clerk and Leader – “so glad we have women like you both supporting our wonderful town; big thank you” “Fab video of ladies” “bravo ladies” Lois the Eco Warrior visit to Country Park – “how lovely” “Love, love, love this!” “this is wonderful – well done” Christmas lights competition – “lovely gesture” Soldier stories for 80th anniversary of D Day “Thanks for this; I see graves when there with my dog and often wonder what happened. RIP they gave their lives so we could be free” Civic Reception 2024 – “looks stunning; well done to all” “well done everyone; amazing”</p>	<p>12</p> <p>2</p> <p>10</p>	<p><u>Parks & Recreation</u></p> <p><u>Halls, Cemeteries & Allotments</u> Burwell Hall promotion – unkempt appearance of car park</p> <p><u>Stronger Communities</u></p>	<p>1</p>

	<p><u>Policy, Governance & Finance</u> WOCT new bus – “this is what Town & Parish councils are all about; supporting the community in whatever way opportunities present themselves and helping to make Witney a great place in which to live, work and play”</p> <p><u>Climate, Biodiversity & Planning</u> Green Spaces update – “Compliment to Ranger on hard work and dedication”</p>	<p>1</p> <p>1</p>	<p><u>Policy, Governance & Finance</u></p> <p><u>Climate, Biodiversity & Planning</u></p> <p>Community Speed Watch – “was safe when we could go 10 mph faster; divided Witney in decreasing speed limit “spending time and money and volunteers into upholding 20 mph dream, but grass verges not maintained, river full of sewage, fields with floodwater, no youth spaces, limited swimming, empty high street units roads full of pot holes so cycling dangerous”</p> <p>“poorly delivered, divisive and meaningless waste of money now policed by volunteers. “waste of tax payers’ money pushing 20 mph in places not needed. Fix roads. 20 mph will never be policed”</p> <p>“Precept increase, explanation of wasted costs involved with 20 mph changes and wasting taxes when cost of living crisis”</p> <p>No Mow May – “whilst ecosystem benefits higher and adds beauty to town, left to grow to dangerous levels last year onto road posing danger and reducing visibility”</p>	<p>5</p>
	Totals	51		40