
Agenda Item: Compliments & Complaints

Meeting Date: Monday, 9 December 2024

Contact Officer: Deputy Town Clerk

The purpose of this report is to advise Members of compliments and complaints towards services provided by the Council.

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 5 June 2024 and 14 November 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.

There have been 21 identified compliments/positive comments and 30 complaints/negative comments regarding town council services and all, but 2 more recent ones have been satisfactorily resolved/closed. 4 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, and the Lake & Country Park.

The complaints continue to mainly focus on the Council's open spaces, including sports pitches and cemeteries, which are the noticeably visible areas.

In addition to the above comments, the Council is also provided with 34 positive comments made via its social media channels.

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.

Impact Assessments

The Town Council has a duty to consider the effects of its decisions, functions and activities on equality, biodiversity, and crime & disorder. Consideration should also be given to effects on the environment, given the Council's Climate Emergency declaration in 2019.

- a) Equality – no direct impact from this report. Some complaints refer to disabled parking.
- b) Biodiversity – no direct impact from this report.
- c) Crime & Disorder – no direct impact from this report.
- d) Environment & Climate Emergency – no direct impact from this report.

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.

Social Value

Social value is the positive change the Council creates in the local community within which it operates.

Several complaints could be viewed as impeding social value due to their nature.

Financial implications

There are no financial implications pertaining to this report.

Recommendations

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