

Compliments and Complaints

5 June 2024-14 November 2024

| | Written/Verbal Compliments Received (official) | No | Written/Verbal Complaints Received (official) | No |
|----------------------------|---|----|--|----|
| Witney Town Council | <p><u>Parks & Recreation</u> Wonderful plan for the Country Park; lot of time and effort put in Volunteers' tea party Wildflower meadow Compliment re lake walk at Country Park Beautiful lake site a lot of hard work; completely unspoilt Lake and CP extremely appreciated natural space; well maintained</p> <p><u>Halls, Cemeteries & Allotments</u> Well-kept Windrush Cemetery D Day film showing at Corn Exchange Support from staff at Yellow Submarine re fundraiser</p> | 6 | <p><u>Parks & Recreation</u> Team churned up grass at Eton Close when grass cutting Lack of signage at country park re dogs in water Poor condition of bowling green Maintenance of entrance to field and children's playground Lack of maintenance and litter at the Leys Lack of disabled parking at carnival Works at Burwell not completed and query on access path completion Vandalism at Raleigh playground and ASB Disabled parking at the Leys Cricket Club not being able to play cricket as booked Football pitch at Burwell not marked after location changed from The Leys Parking restrictions at West Witney Sports Ground due to building work Litter in Unterhaching play area – also another play area (not WTC) Standard of football pitches Dangerous wire fencing at the Leys play area</p> <p><u>Halls, Cemeteries & Allotments</u> Long grass and uneven ground at Windrush Cemetery Huge clods of soil on top of grass on grave Littering and lack of bins at Tower Hill. Logs being used as seats removed</p> | 15 |

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| | <p>To CE staff for looking after the theatre group for week Witney Wine Festival – venue grand and staff superb</p> <p><u>Stronger Communities</u> Amazing soldier stories for D Day and lanterns for care homes Thanks to Comms for hard work and effort in commemoration service for D-day Electronic display board and appreciates what WTC does for a small organisation Hosting Raleigh Cres public consultation, online survey thanks for hard work Having Town Band play outside CE before England football Screening Euros at CE; atmosphere terrific and all free</p> <p><u>Policy, Governance & Finance</u> Thanks to Admin, Communications and PA for hard work over a particularly busy few weeks from Deputy TC</p> <p><u>Climate, Biodiversity & Planning</u> Floral display around town and raised beds Grass cutting in Chestnut close – wonderful job Support to Earthwatch with their tiny forest and help over the years</p> | <p>5</p> <p>6</p> <p>1</p> <p>3</p> <p>21</p> | <p>Weeds between cremation plots and grass badly looking at Windrush Sunken grave at Windrush Grave not topped up and 12” lower than ground complaint re grave plot</p> <p><u>Stronger Communities</u> Detail of WTA committee minutes</p> <p><u>Policy, Governance & Finance</u> Grant funding complaint</p> <p><u>Climate, Biodiversity & Planning</u> Maintenance of green area in Chestnut Close grass cutting in Quarry Road Grass cuttings left on resident’s driveway leaf fall from WTC tree Tree blocking resident’s light and solar panels Tree roots damaging resident’s patio slabs</p> | <p>7</p> <p>1</p> <p>1</p> <p>6</p> <p>30</p> |
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| <p>West Oxfordshire District Council</p> | | <p>Litter and dog mess and lack of bins Council employees' behaviour Tree complaint</p> | <p>3</p> |
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| <p>OTHER</p> | | <p>State of tennis courts perimeter at the Leys and mini golf in poor state – Courtside Vape shops near schools Car splattered with mud by works team – OCC or WODC</p> | <p>3</p> |
| | | | <p>6</p> |

| | Compliments via social media (unofficial) | No | Complaints via social media (unofficial) | No |
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| WTC Facebook | <p><u>Parks & Recreation</u></p> <p>Improvements to WWSSC 'long time coming but pleased positive happening'</p> <p>Improvements to WWSSC 'awesome'</p> <p>'Burwell Park looking lovely after tidy up</p> <p>'Thanks to WTC for hard work over summer preparing our pitches. Despite rain last week every match went ahead'</p> <p>Street Art Showcase 'brilliant we need more'</p> <p>Street Art Showcase 'nice work graffiti crew</p> <p>'Great support from WTC as always for historic fair and local showmen who work together'</p> <p><u>Halls, Cemeteries & Allotments</u></p> <p>Arcade and VR 'Good to see events for older children'</p> <p>Arcade and VR event – 'such a fantastic event'</p> <p><u>Stronger Communities</u></p> <p>Soldier stores and lantern post "that's a lovely thing'</p> <p>D-Day arrangements – 'what a wonderful service; you did Witney proud'</p> <p>D Day – 'Thanks to WTC Officers TC and team for organising such a lovely and very special service'</p> <p>D-Day – 'a superb evening of Remembrance and Town and performed so professionally'</p> <p>D-Day – 'it was a lovely event'</p> <p>Blue Plaque reinstalled - 'lovely to see all blue plaques back'</p> <p>Merchant Navy flag raising – 'well done WTC, last war merchant seamen had highest mortality rate % of all services'</p> <p>Heritage Open Day – 'Thanks to WTC lovely collection brought back memories'</p> <p>World Mental Health Day – compliments to Mayor for being</p> | <p>7</p> <p>2</p> | | |

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| WTC Instagram | open and in touch | | | |
| | WMHD – ‘what an amazing person you are inspirational to us all; can’t thank you enough for all you do for our town’ | | | |
| | WMHD video – ‘how brave to share your experiences’ | | | |
| | APCAM fundraising cheque presentation ‘a very worthy cause’ | | | |
| | Witney Town FC boost – ‘positive to see TC backing town’s local football team’ | | | |
| | Witney Town FC boost – ‘great support from the TC – a football club is such an important part of town’s community’ | 14 | | |
| | <u>Policy, Governance & Finance</u> | | | |
| | £50 for Fifty grant scheme ‘well one WTC what a great scheme’ | | | |
| | £50 for Fifty – ‘great idea’ | 2 | | |
| | <u>Climate, Biodiversity & Planning</u> | | | |
| In-bloom award for Lake and CP | | | | |
| Assisting with tree removal at Riverside Gardens appreciated by residents | | | | |
| Fallen tree removal work thanks – ‘great job team’ | | | | |
| Fallen tree removal - ‘Well done WTC’ | | | | |
| Thanks for tree removal reducing risk of flooding | 5 | | | |
| <u>Parks & Recreation</u> | | | | |
| Skatepark – ‘park looks sick’ | | | | |
| Skatepark – ‘why can’t we get anything built like that around here – I tried and failed’ | 4 | | | |
| Skatepark - ‘its such a nice new park’ | | | | |
| Skatepark – ‘such a lit park’ | | | | |
| Totals | | 34 | 0 | |