

Compliments and Complaints

15 November 2024 to 13 June 2025

	Written/Verbal Compliments Received (official)	No	Written/Verbal Complaints Received (official)	No
Witney Town Council	<p><u>Parks & Recreation</u></p> <p>Compliment re great job in keeping park clean after groups had left mess</p> <p>Lake & Country Park designated as Local Nature Reserve; dedication, vision and hard work of team</p>	2	<p><u>Parks & Recreation</u></p> <p>Damage to grass at Raleigh Cres when wood chippings delivered</p> <p>Complaint re use of projectile range by a shooting club</p> <p>Complaint re removal of dog waste bin and replacement sign at Burwell</p> <p>Complaint re Raleigh Cres play area equipment out of action</p> <p>Complaint re signs in Oxlease & Newlands re no dogs off leads</p> <p>Complaint re access to portaloos at WW for parkrun</p> <p>resident unhappy about not permitting use of BBQs on WTC land</p> <p>concern re youngsters smoking at country park</p> <p>Concerns re older children damaging play equipment at Raleigh</p> <p>Complaint re state of bark at Cogges play park</p> <p>Complaint re sand spreading at Burwell</p> <p>Complaint re rough spiky surface at Splash Park</p> <p>Complaint re lack of accessible play equipment at the Leys x 2</p> <p>Complaint about impassable part of the lake for wheelchair users</p> <p>Complaint re location of MUGA on Deer Park</p> <p>Complaint re non blue badge holders using disabled bay at the Leys</p>	16

	<p><u>Halls, Cemeteries & Allotments</u></p> <p>Compliment to V&E team re anniversary fundraising party, helpful before and after event. Caretaker was particularly thanked</p> <p>Corn Exchange rated excellent; regularly attend jazz evenings</p> <p>Compliment re ashes interment</p> <p>Compliment to team re visit regarding ceremonies to be held in CE</p> <p>Compliment to reception for politeness in booking tickets</p> <p>Positive feedback re remote arrangements re ashes interment</p> <p>Thanks from bride and groom re wedding arrangements at CE to reception and events staff</p> <p>Compliments to admin staff for teamwork helping out at café when short staffed</p> <p><u>Stronger Communities</u></p> <p>Thanks for allowing use of Gallery Room to watch Christmas lights</p> <p>Thanks for community engagement for Christmas lights</p> <p>Thanks to staff for Advent Fayre</p> <p>Compliment re atmosphere and accessibility in Town Centre</p> <p>Compliment re website; interesting and well presented</p> <p>Compliments to staff on hard work and dedication at Civic Reception</p> <p>Compliment re lights display; Witney really is somewhere to be proud of</p> <p>Thanks for help and support of residents of Riverside Gardens</p> <p>Thanks to management and staff for taking pride in doing best possible with finite resources</p>	8	<p><u>Halls, Cemeteries & Allotments</u></p> <p>Complaint re wait list for allotments</p> <p>Complaint re accessibility of Corn Ex re support dogs</p> <p>Complaint re refused entry to event at CE at capacity</p> <p>Complaint re boundary fence panels needing replacement</p> <p>Complaint re items going missing at cemetery</p> <p><u>Stronger Communities</u></p> <p>Disappointment over VE Day advertising</p> <p>Complaint re Youth Council meeting subjects</p> <p>Complaint original VE Day afternoon flyer didn't mention ticketed event</p>	5
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	<p>Compliments to staff on Annual Town meeting contributions to its success</p> <p>Compliments to Comms team for effort and professionalism in comms and consistent quality</p> <p>Compliment re town meeting – positive and helpful time together</p> <p>Thanks for splendid reception for French and German guests at civic reception and sourcing Twinning artifacts</p> <p>Compliments for fab VE Day commemoration – well done on organisation</p> <p>Thanks to everyone who contributed to making VE Day a tremendous success</p> <p>Thanks for brilliant VE Day – everyone worked hard and went off without a hitch; heartwarming comments on social media!</p> <p>Thanks to all staff for VE Day – detailed personal thank you for each task</p> <p>Thanks for magnificent day, eve and night; collective efforts. Cllrs and community lucky to have astounding diligent imaginative and dedicated officers</p> <p>Thanks for putting on such an enjoyable and memorable VE 80th party</p> <p><u>Policy, Governance & Finance</u></p> <p>Thanks for donation to Witney Food Bank from Witney Lights</p> <p>Congrats to staff on achievement of Bronze level NALC award scheme</p>	19		3
		2	<p><u>Policy, Governance & Finance</u></p> <p>Complaint re dangerous and inconsiderate parking by WTC van</p> <p>Complaint re Spotted Witney FB page – hate speech not dealt with by page</p> <p>Complaint re admin of Spotted Witney – Cllrs and family blocked, and opinions could be perceived as official council position</p> <p>Concerns re Spotted Witney nature of posts and overall tone being unmoderated</p>	4

	Climate, Biodiversity & Planning Excellent job by works team on removing pavement vegetation CE/Lakeland/Langdale Gate Thanks to everyone at WTC for keeping Witney beautiful	2	Climate, Biodiversity & Planning Complaint re WTC vehicles crossing bridge at Bishops Farm Mill causing mud and damage Complaint concerning FOI Complaint re how drive left after grass cut by WTC Complaint re WTC van parking on path whilst litter picking Complaint re Perspex damage on bus shelters and foliage growing needing attention	5
		33		33
West Oxfordshire District Council				
OTHER			Complaint re delayed bin emptying not under WTC or WODC remit Complaint re smoke from bonfire at Newland Allotments Complaints from Fernleigh residents re Courtside hub height Compliments re dogs and owners congregating at Coffee Shed- dogs running free and intimidating	4

	Compliments via social media (unofficial)	No	Complaints via social media (unofficial)	No
WTC Facebook	<u>Parks & Recreation</u> Splash Park refurb construction: Will be great to see this open again in the summer – previous concrete structure was off putting so looking forward to new colourful splash park Splash Park new design: Great news! Will look forward to seeing what is done Great news Looks good doesn't it Splash park progress: So wonderful – looking amazing Looks great Looking fab Wow that looks very nice Fantastic work Love the colours Love it V E Day Town Cry: Thank you, the event was very well, organised V E Day 80 th Anniversary: It was all done so well and such a lovely atmosphere – thank you We loved it very well done Great evening well done Witney Thank you so much to everyone who made it happen; fabulous event, full of enjoyment but not forgetting why we're here Every minute was amazing; well done to all the organisers This is what you call a celebration		<u>Parks & Recreation</u> Complaint re pitch quality at Burwell	1

	West Witney consultation: Lovely that WTC are investing in sports projects with ever expanding housing we need things like this but with extra council tax and development funds would be wonderful to have a new sports centre Opening new splash park: Lovely facilities; pleased TC has invested in this for everyone to use	20		
	<u>Halls, Cemeteries & Allotments</u> Compliment to works team for how immaculate Tower Hill cemetery is kept	1	<u>Halls, Cemeteries & Allotments</u>	
	<u>Stronger Communities</u> Witney Music Festival promotion: thanks for supporting such an amazing event WTC Great to have such a supportive council Awesome – WMF support What Councils Do Wheel: Very useful basic guide; should be circulated to all households Such a very useful graphic Flag half-mast for Bicester Firefighter: A fitting tribute; thank you	6	<u>Stronger Communities</u> Clothing recycling bin at Burwell: We need general waste bins not clothing bins	1
	<u>Policy, Governance & Finance</u>		<u>Policy, Governance & Finance</u> V&E vacancy – Complaint about salary General Operative vacancy –Complaint about salary	2

WTC Instagram	Climate, Biodiversity & Planning		Climate, Biodiversity & Planning	
	Moth webbing: Thanks for posting some people would get the heeby geebies otherwise! Wonderful! A council who doesn't just spray unlike East Riding Yorkshire Council	3		
	Moth webbing: Love this informative post. Actually, seen some in our area and thought omg spiders; good to know these are just moths!	1		
	Removing litter in the river: Nice one – well done			
	Totals	64		50