

Agenda Item: Complaints, Feedback, and Information Governance

Meeting Date: Monday, 13 July 2026

Contact Officer: Deputy Town Clerk

The purpose of this report is to advise Members of compliments and complaints received regarding services provided by the Council as well as information requests to the Council.

Background

Witney Town Council welcomes all feedback as it helps identify how it is performing and how services it provides can be improved.

The Council's Complaints policy and procedure was reviewed by the Policy, Governance and Finance Committee on 24th November 2025. This report reflects the adopted changes.

Current Situation

A list of compliments and complaints, compiled by the PA to the Town Clerk & Secretary to the Mayor between 1 November 2025 and 24 June 2026 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; they are grouped by service area.

Official Compliments and Complaints by Service Area

1 November 2025 to 24 June 2026



During the reporting period, the Council received 19 official compliments and 19 official complaints, indicating an overall balanced level of customer feedback.

The highest number of compliments related to Halls, Cemeteries & Allotments (6) and Stronger Communities (5), while the highest number of complaints related to Parks & Recreation (6) and Climate & Biodiversity (5).

Overall themes of compliments focused on staff professionalism, community events, floral displays and cemetery maintenance, while complaints primarily related to maintenance issues, park facilities and ongoing project works.

In addition to the above comments, the Council is also provided with 45 positive comments and 10 negative comments made via its social media channels.

Feedback Type	Official	Unofficial (Social Media +)	Total
Compliments	19	45	64
Complaints	19	10	29

10 complaints were logged regarding services provided by other authorities and are included for information.

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.

Information Governance

Environmental Information Regulations Requests: 3
Freedom of Information Requests: 3
Data Subject Access Requests: 0

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 the report.
- b) Biodiversity – no direct impact from the report.
- c) Crime & Disorder – no direct impact from the report.
- d) Environment & Climate Emergency – no direct impact from the 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

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