

Compliments and Complaints

1 November 2025 to 24 June 2026

	Written/Verbal Compliments Received (official)	No	Written/Verbal Complaints Received (official)	No
Witney Town Council	<u>Climate & Biodiversity</u> • Grounds team mowed grass area at Blenheim in advance of residents BBQ and fundraiser for Thames Valley Air Ambulance • Spring planting displays, colours stunning. Planting schemes for seasons spectacular • Flower displays in town and now with bulbs	3	<u>Climate & Biodiversity</u> • Lack of maintenance at Lakeside allotments re ditch clearance and tree cut back • Mowing daffodils when grass cutting • Complaint about ownership of nature and wildlife garden • Lack of response regarding issue with tree; • Collapsing hedge making walking difficult	5
	<u>Halls, Cemeteries & Allotments</u> • Welcoming friendly helpful staff at Corn Exchange for fundraising event. Friendly service from bar staff and booking team • Thanks to Admin staff for assisting with plaque installation • Sense of peace and welcoming atmosphere at CE, very special. Unique meeting place and clean toilets credit to team • Gratitude re Tower Hill cemetery ; best it has ever looked • Lighting up CE for ME/CFS week • Wildflowers at Windrush Cemetery complimented		<u>Halls, Cemeteries & Allotments</u> • Leaf clearance at cemetery leaving mud on grave • St Mary's closed churchyard maintenance	
	<u>Parks & Recreation</u> • Wonderful to see all 4 pitches at the Leys being utilised •	1	<u>Parks & Recreation</u> • WWSSC refurb; removal of sanitary provision for club users x 2 • Dead tree at park causing blockage and injury • Maintenance of Bowls green and surrounds • Hazards at WW site works – pallets, mud • Toilet facilities at the Leys	6
			<u>Policy, Governance & Finance</u> • Officers referring to a grant funding obligation/condition	

	<u>Policy, Governance & Finance</u> • Civic Reception a success, ran smoothly and had calm well organised feel throughout. Reflects planning, teamwork, early preparation and co-ordination • Annual Town meeting thanks to all who contributed. Preparation, promotion, annual report, tech support, video production, smooth running , collective efforts appreciated. Hard work dedication and collaboration. One of highest levels of public attendance. • Admin support appreciated re complex ashes interment and hire of Tower Hill chapel • Thanks to team for achievement of NALC Silver Award	4	• Comments on social media	2
	<u>Stronger Communities</u> • Admin did amazing job with certificates and programmes for Civic Reception. Extra thanks for hard work gone into event from the whole team • Compliment to Mayor, Town Clerk and WTC team for COY, entertainment, buffet and vibrant venue. Positive and uplifting experience • St George's Day event – fantastic food, excellent service, many wonderful comments from residents about how amazing WTC staff are. Thanks to staff great hardworking team and great leaders. Something for everyone. Witney people enjoy great community spirit (3 separate compliments)	5	<u>Stronger Communities</u> • Flag flying on roundabouts and street furniture • Vandalism to bus shelter needing window replaced • Flying of St George's flag • Noise at WMF with two sets of competing amplified music	4
		19		19
West Oxfordshire District Council			• Fly tipping at Thorney Leys shops • Grass cutting remains left on resident's path	

			• Parking on green at Springfield Oval • Litter clean up in Town Centre & Waitrose • Litter bin request behind hospital (WODC & OCC) • Anti-social behaviour at Madley Park play area	
				6
OTHER			• State of roads and consequent damage to vehicles (OCC) • Flags blighting roads (OCC) • Driving on Market Square pedestrian area (OCC) • Injury on Corn Street path (OCC)	4
	Compliments via social media (unofficial)	No	Complaints via social media (unofficial)	No

WTC Facebook & Instagram	<u>Climate & Biodiversity</u> • Unterhaching Park development; brilliant and haven of wildlife close to town, fav place to walk through, looks amazing, bird boxes (5 residents) • Splash Park opening hours – request to start earlier (9 residents) • Wishing Tree at Tower Hill Cemetery – great news, annual test bring peace of mind. Wonderful to appreciate beauty (2 residents) • C&B meeting – good to see notification of meeting and agenda summary on social media • Grounds week – nice job • wildflowers and summer bedding gorgeous making town beautiful, uplifting visiting graves (4 residents)	22	<u>Parks & Recreation</u> • Daffodils not growing as mowed over • Splash Park opening hours – request to start earlier (9 residents)	10
	<u>Halls, Cemeteries & Allotments</u> • Appreciation for service renovation of memorial bench from organisation to completion treatment exceptional	1		
	<u>Parks & Recreation</u> • Delight in playing at Witney Bowls; pleasure to play on. Difference in maintenance and quality of grass exceptional; physical and visual improvements • Burwell resident complimented team on grass cutting; strimming and well- maintained play area • Splash park opening; well done WTC – great community resource, great news, so much fun (3 residents)	5		
	<u>Policy, Governance & Finance</u>			

	• Thanks from women's rugby team for supporting them and girls' skills day via grant funding • Cllr Jane Doughty becoming mayor; third year out of last seven that Mayor, Clerk, Leader, Dep Mayor and Dep Leader have all been women too. Witney should be proud •	2		
	<u>Stronger Communities</u> • MP delighted to be invited to WTC COY celebrating wonderful people doing wonderful things around our wonderful town. Congrats to COY award winner • Nine Lives Community window • Pride flag raising – proud of beautiful town, everyone welcome, well done to everyone and hard work Witney Pride have achieved (2 residents) • ME Awareness Day – thanks to WTC for lighting CE and raising awareness • Council of Europe flag raising – inclusivity, far sightedness, spirit of cooperation, happy to see this, well done Witney, good show, holding onto values (6 residents)	4 11		
		45		10
	Totals	64		39