

## FULL COUNCIL

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**Date:** Monday, 6 December 2021

**Title:** Compliments & Complaints

**Contact Officer:** Deputy Town Clerk - Adam Clapton

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### 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.

The Council has a published complaints procedure which is attached as an appendix to this report for information.

### Current Situation

A list of compliments and complaints, compiled by the PA to the Town Clerk & Mayor, between June and December 2021 is attached for information. The list encompasses comments either made explicitly as or interpreted as a complaint in line with the Complaints Procedure.

There have been 26 compliments and 28 complaints and of these, all but the most recent have been resolved. Most interactions are by verbal and written (email) means with the Council's social media acting as an information page only.

The compliments received show a trend towards complimenting good customer service and the visible community services provided by the Council i.e., flower displays. The complaints mainly focus on grounds maintenance and often, the bureaucracy of Council processes.

Several complaints also show the need to continue highlighting to residents which services in the town are dealt with by which authority.

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.

### Environmental impact

Having declared a Climate Change Emergency at its Council meeting on 26 June 2019 – with this in mind Councillors should have due regard to the environmental impact of any decisions they make with regard to its facilities and services it operates.

### 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.

**Financial implications**

There are no financial implications pertaining to this report.

**Recommendations**

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