

**Compliments and Complaints:**

**1 June 2021 – 30 Nov 2021**

	Written/Verbal Compliments Received	No .	Written/Verbal Complaints Received	No .
<p><b>Witney Town Council</b></p>	<p><b><u>Parks &amp; Recreation</u></b>                      Compliment re work around The Leys                      Compliment to works team re family bench organisation</p> <p><b><u>Halls, Cemeteries &amp; Allotments</u></b>                      Compliment re Windrush Cemetery -looking much better and wonderful job by works team</p> <p><b><u>Stronger Communities</u></b>                      Thanks to works for collecting and disposing of green waste to help facilitate local group project                      Compliment re floral displays and summer bedding                      Thanks, for facilitation of a race and use of Oxlease for start                      Compliment re green roof on Burwell shops bus shelter                      compliment from school re Remembrance Sunday                      compliment from organizational members and other compliments received on the day                      Thanks, from RAF BN re Remembrance Sunday</p> <p><b><u>Policy, Governance &amp; Finance</u></b>                      Compliment to works team member re assistance with ashes                      Compliment re works team support with internment                      Compliment to caretakers for great service                      Compliment on handling of call, welcoming and professional front of house                      Compliment re locating father's casket to enable family to transfer ashes to new casket and place in mother's grave. Staff were extremely helpful and sensitive to the situation                      Thanks for thorough and thoughtful email re exhumation and assistance                      Compliment re great customer service over ownership of parents' grave at Tower Hill</p>		<p><b><u>Parks &amp; Recreation</u></b>                      Burwell farm overgrown area                      Grounds maintenance and dog mess – West Witney                      Lack of mowing outfield – West Witney                      Request for hedge to be cut down Fernleigh home/Leys                      Burwell Hall car park                      St Mary's Church bench repair                      Tower Hill cemetery graffiti                      Tree complaint                      Grounds maintenance - Burwell Rec grounds                      Complaint re Burwell Meadow trees                      Delay in Park Road play area completion                      Complaint re hedge cutting height and debris Manor Rd                      Invoices complaint from sports team                      Complaint re Hollis Close overgrowth</p> <p><b><u>Halls, Cemeteries &amp; Allotments</u></b>                      Damage to grave whilst digging another                      Complaint re delay in Burwell being available for hire and gents' toilet out of action                      Complaint re handles falling off and standard of cleanliness of chairs at Burwell Hall                      Complaint from funeral directors re insufficient size of graves</p> <p><b><u>Stronger Communities</u></b>                      Anti-social behaviour – Windrush Cemetery                      Trees adjacent to property in Manor Road                      Complaint re delayed response to offer of help from son re Remembrance                      Query re union jack flag flying Witney Town Council building</p> <p><b><u>Policy, Governance &amp; Finance</u></b>                      Lack of progress – Windrush Place allotments                      Lack of tender request – Contract awarding                      Delay in advising re permission for trading on the Leys</p>	

	<b>Climate, Biodiversity &amp; Planning</b> Request for speed limit in areas to be 20 mph for cyclists compliment re wildflower area and request for litter bin		<b>Climate, Biodiversity &amp; Planning</b> Lack of mowing – Quarry Road	
		19		27
<b>West Oxfordshire District Council</b>			<b>WODC</b> - Trees cut down in Farmers Close <b>WODC</b> – complaint re fall in Witney near planters <b>WODC</b> – complaint re public toilets at Langdale Gate	
		0		3
<b>Oxfordshire County Council</b>			<b>OCC</b> -	
		0		
<b>OTHER</b>			<b>OTHERS</b> -	
	<b>Compliments via social media</b>	<b>No</b> .	<b>Complaints via social media</b>	<b>No</b> .
<b>WTC Twitter</b>	<b>Parks &amp; Recreation</b> Thanks to works team from Park Run re cutting back West Witney hedge on Burford Rd corner  <b>Halls, Cemeteries &amp; Allotments</b>  <b>Stronger Communities</b> Two separate compliments re Sedum Roof on bus shelter Compliment re games at Car Free Day - brilliant and request to keep it permanently on Market Square. Thanks, from a local group for involvement at open day  <b>Policy, Governance &amp; Finance</b> Compliment re facilities at the Leys for tennis  <b>Climate, Biodiversity &amp; Planning</b>		<b>Parks &amp; Recreation</b> Complaint re Splash Park on The Leys not functioning  <b>Halls, Cemeteries &amp; Allotments</b>  <b>Stronger Communities</b>  <b>Policy, Governance &amp; Finance</b>  <b>Climate, Biodiversity &amp; Planning</b>	

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WTC Facebook	<u>Parks &amp; Recreation</u>  <u>Halls, Cemeteries &amp; Allotments</u> Compliment re work on Windrush Allotments  <u>Stronger Communities</u>  <u>Policy, Governance &amp; Finance</u> Compliment re help in tracing resting place for family member  <u>Climate, Biodiversity &amp; Planning</u>		<u>Parks &amp; Recreation</u>  <u>Halls, Cemeteries &amp; Allotments</u>  <u>Stronger Communities</u>  <u>Policy, Governance &amp; Finance</u>  <u>Climate, Biodiversity &amp; Planning</u>	
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