

## FULL COUNCIL

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**Date:** Monday, 20 June 2022

**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.

### **Current Situation**

A list of compliments and complaints, compiled by the PA to the Town Clerk & Mayor, between December 2021 and June 2022 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.

There have been 30 compliments and 36 complaints and of these, all but the most recent have been resolved. Most interactions continue to be by verbal and written (email) means with the Council's social media acting as an information page only.

The compliments received continue to be directed at good customer service and the visible community services provided by the Council i.e., tiny forest, cemeteries, maintenance of tennis courts and Platinum Jubilee events. The complaints mainly focus on grounds maintenance and Council facilities.

Reinforcing the results of the Council's annual satisfaction survey, several complaints are borne from decisions made by other authorities such as the bin replacement programme by the District Council.

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.