

**Compliments and Complaints:
1 December 2021 to 6 June 2022**

	Written/Verbal Compliments Received	No	Written/Verbal Complaints Received	No
Witney Town Council	<u>Parks & Recreation</u>		<u>Parks & Recreation</u>	
	Compliment from resident re communication and attention re her report re rotting tree	1	Uneven footpath at the Leys caused by tree roots	1
	Compliment to staff re Park Road play area	1	Burwell parade of shops trees maintenance	1
	Compliment from Tennis club for colour-coating tennis courts	1	Overgrown trees on Burwell	1
			Reduction in height of hedge in Manor Road	1
			Request for garden waste to be collection after residents cut back our shrubbery without permission	1
			Contractor mowing near bench whilst in use	1
	<u>Halls, Cemeteries & Allotments</u>		<u>Halls, Cemeteries & Allotments</u>	
			Complaint re lack of change, delay at bar and rudeness	1
			Public using Burwell Hall toilets whilst private booking taking place	1
			Chairs at Burwell messy from dog training class	1
			Corn Exchange seating concerns	1
			Non removal of dead flowers on adjoining grave	1
			Complaint re burial bookings by undertakers	1
			Weeds in Windrush Cemetery path	1
			Damage to foundation slab of headstone	1
	<u>Stronger Communities</u>		<u>Stronger Communities</u>	
	Compliment re Christmas lighting	1	Scaled down Remembrance Day arrangements	1
	Compliment to Admin team re support for Dance Mania	1	Tea Dance charges	1
	Compliment from Town Band for support	1	Bare windows in Admin office windows	1
	Compliment to staff for help given to Guideposts	1	Barriers for work at Corn Exchange and lack of signs for businesses still operating	1
	<u>Policy, Governance & Finance</u>		<u>Policy, Governance & Finance</u>	
	Compliment re Christmas tree and lighting	1		
	Compliment to works team for work on courtyard at Town Hall	1		
	Compliment to works team re maintenance at Town Hill and polite helpful staff	1		
	Compliment for service by staff at family interment	1		
	Compliment for well cared for churchyard	1		
Compliment re service from Admin team re ashes	1			

	<u>Climate, Biodiversity & Planning</u> Compliment for advice to another council re Tiny Forest	1	<u>Climate, Biodiversity & Planning</u> Grass cutting on Quarry Road not including hill area Plastic pollution in country park Complaint from edible gardens team re parking in Langdale Court	1 1 1
West Oxfordshire District Council			WODC – complaint re removal of waste bins WODC – complaint re removal of waste bins and person sent to WTC by WODC to deal WODC – complaint re changing bins /querying labelling and person sent to us by WODC WODC – complaints x 2 re Raleigh Crescent play area	1 1 1 2
Oxfordshire County Council			OCC - refusal to comply with High Street ban OCC – complaint re pot holes	1 2
OTHER			OTHERS -	
	Compliments via social media	No	Complaints via social media	No
WTC Twitter	<u>Parks & Recreation</u> <u>Halls, Cemeteries & Allotments</u> <u>Stronger Communities</u> <u>Policy, Governance & Finance</u> <u>Climate, Biodiversity & Planning</u>		<u>Parks & Recreation</u> <u>Halls, Cemeteries & Allotments</u> <u>Stronger Communities</u> <u>Policy, Governance & Finance</u> <u>Climate, Biodiversity & Planning</u>	
WTC Facebook	<u>Parks & Recreation</u> Compliment from Park Run re tree removal Compliment re OPA play day and seeing Burwell being used <u>Halls, Cemeteries & Allotments</u>	1 1	<u>Parks & Recreation</u> <u>Halls, Cemeteries & Allotments</u>	

	<u>Stronger Communities</u>		Complaint re money wasted on memorial stability testing at St Mary's church	1
	Compliment re Corn Exchange being used for community events	1		
	Compliment re beacon lighting for planning and involvement	1	<u>Stronger Communities</u>	
	Thanks from Park Run for being invited to flag run	1	Complaint re PA system lacking at jubilee lighting	1
	Compliment re ROSPA water safety advice being shared	1	Complaint re waste of money cycle repair stands	4
	Compliments re cycle repair stands	1		
	Compliment re Wild Witney competition and congrats re all being done to help nature recover	8	<u>Policy, Governance & Finance</u>	
	Compliment re WW2 pillboxes at Langel	1	<u>Climate, Biodiversity & Planning</u>	
		1		
	<u>Policy, Governance & Finance</u>			
<u>Climate, Biodiversity & Planning</u>				
Totals	30		36	