

**Complaints and Compliments April 2016 - September 2016**

	Type of Complaint	Complaints Stage			Verbal Complaints	No.	Compliments Received	No.
		1	2	3				
<b>TTC</b>	Freedom Parade	1			Queen's birthday beacon	2	Experience of Council meeting	1
	Grass cut on private land	1			Town centre bus stops dirty	1	Causton Town Hall sign	1
	Overgrown hedge at Pickenfield	1			TIC signage out of date	2	Range of leaflets in the IC	2
	Dog fouling at Churchill Crescent play area	1			Litter on SRRG (last day of term)	6	Flag flying (Queen's birthday)	2
					Fair - shouldn't be in Town Centre	12	Queen's birthday beacon event	6
							Maintenance Team's assistance	2
							Elms Park maintenance	1
							Freedom Parade	2
							Hanging baskets and flowers	11
							Litter picking	4
							Grass cutting	1
							Car Parking Attendant (helpful)	2
							Fair - clean, tidy and not too noisy	1
							New website	1
						Memorial Gardens planting	10	
		<b>4</b>				<b>23</b>		<b>47</b>
<b>SODC</b>					Market House toilets (dirty and smelly)	5		
						<b>5</b>		
<b>OCC</b>	Too many disabled parking bays	1			Uneven paving and potholes	8		
	One way system in Nelson Street required	1						
	Potholes in High Street	1						
		<b>3</b>				<b>8</b>		
<b>OTHER</b>	Thame 10K road closure (Thame Runners)	1			Lack of parking spaces	3		
	Dangerous parking in High Street (TVP)	1			Food Festival (Various issues)	18		
					Lack of on street parking control - TVP	2		
					Phoenix Trail overgrown (Sustrans)	1		
					Unsightly Grundon bins by Prezzo	1		
		<b>2</b>				<b>25</b>		
<b>SOCIAL MEDIA</b>	Spotted Thame Twitter				Sharp shredded can found in cut grass	1	Maintenance team's work likes Various	135 6