

Compliments and Complaints October 2016 - March 2017

	Type of Complaint	Complaints Stage			Verbal Complaints	No.	Compliments Received	No.
		1	2	3				
TTC					Elms Park entrance a mess Remembrance Service Icy footpaths in Town Centre	1 2 3	SRRG litter picks Memorial garden planting Remembrance Service Churchyard clear up Xmas lights (esp Town Hall) Gritting in Town Centre Flower tubs outside Town Hall Helpful Car Park Attendant	1 1 2 1 11 3 3 1
						6		23
SODC					Market House toilets	7		
						7		
OCC					Chinnor Road cones/barriers Potholes (esp Park Street) Uneven Town Centre footpaths	21 29 3		
						41		
OTHER	Verbal abuse from Market Traders Men's Breakfast poster	1 1			Lack of parking enforcement (TVP) Too many taxis/taxi parking Jack & Alice bins Prezzo bins	1 8 13 6		
		2				28		
					Complaints	No.	Compliments	No.
TTC Twitter					Food Festival relocation Flytipping Potholes New build houses development Copyright Parking (Lashlake)	1 2 4 1 1 1	GBHS / Social Media Champs Deli @ No.5 opening Twitter content/thanks for sharing Remembrance poppy figure Newsletter content Christmas Tree Christmas Sponsor Christmas Event Speed of response / reply TPWG Kebab Van TEP Ltd - happy to help Mayor's Quiz Night (TLC)	3 1 6 1 1 1 5 1 2 1 1 1 1 1
						10		25