

Compliments and Complaints October 2017 - March 2018

	Type of Complaint	Stage	Verbal Complaints	No.	Compliments Received	No.
TTC	BT cable damaged by Maintenance Team when grass cutting	1	October fair - waste of money	1	Memorial Garden winter planting	12
			Lack of lighting in Elms Park	8	Elms Park entrance planting	6
			Parking Various	10	Art Trail	1
					Remembrance Service	4
					Webster Close tree planting	1
					Maintenance Team	1
					Council meeting (Moreton residents)	1
					Information Centre staff	3
					Upper High Street car park snow clearance for market	15
					Town Hall lights and Xmas lights	15
					Gritting	24
		Hedge cutting	10			
Total		1		19		93
SODC			Dismissal of Alan Tipping	27		
			Litter in Town Centre	5		
			Dog fouling	7		
			Flytipping	4		
			Overflowing litter bins	12		
Total				55		
OCC			Proposed new 280 bus route	61	New 280 bus route	3
			Elms Road parking	3		
			Uneven footpaths	3		
			Potholes	32		
Total				99		3
OTHER			Food Festival	7		
			Parking (lack of enforcement)	49		
			Rubbish in churchyard	1		
			Co-op Alley uneven	3		
			Jack & Alice/Prezzo bins	8		
			Big Issue seller	1		
			Cedars cut down @ The Poplars	2		
Total				71		0
			Complaints	No.	Compliments	No.
TTC Twitter			Charter Fair & TAL clash (parking)	2	Thanks for selling League of Friends of Thame Hosp. cards	1
			Lack of business premises / commercial space	1	Great turnout for Thame Town Centre Business Forum	1
			Revised 280 bus route (Park St)	2	Remembrance Service / flypast	1
			Lack of social homes in Thame	1	Christmas lights contractors working hard	1
			Litter (High Street)	1	Cadet support for Christmas Lights event	1
			Clogged gutters (opp. Christchurch, Upper High St)	1	Christmas Lights looking very festive	2
					Christmas Event (from stallholder)	1
					TTC support for the market during snow	2
					Gritting (Lea Park)	1
					Newsletter - great for keeping up to date with local events	1
					Community Land Trust for Thame	1
			8			13