

**Complaints and Compliments - September 2012 - February 2013**

|              | Type of Complaint                  | Complaints Stage |   |   | Comments | Compliments Received           | No.  |
|--------------|------------------------------------|------------------|---|---|----------|--------------------------------|--|
|              |                                    | 1                | 2 | 3 |          |                                |  |
|              | <b>TTC</b>                         | Weekly Market    | 1 |   |          |                                | Work on Lime Trees at St Mary's<br>Stone table and bench at Conduit Hill |
|              | Fair                               | 2                |   |   |          | Rise                           | 5  |
|              | Remembrance Service                | 1                |   |   |          | Memorial Gardens               | 4  |
|              | Information Centre                 | 1                |   |   |          | New fencing at Elms Park       | 6  |
|              |                                    |                  |   |   |          | Litter picking at SRRG         | 4  |
|              |                                    |                  |   |   |          | Extended gritting arrangements | 12   |
|              |                                    |                  |   |   |          | Use of public access computers | 1  |
|              |                                    | <b>5</b>         |   |   |          |                                |  |
| <b>SODC</b>  | Garden waste                       | 1                |   |   |          |                                |  |
|              | Toilet for those with disabilities | 2                |   |   |          |                                |  |
|              | Planning consent                   | 1                |   |   |          |                                |  |
|              |                                    | <b>4</b>         |   |   |          |                                |  |
| <b>OCC</b>   | Highways                           | 1                |   |   |          |                                |  |
|              |                                    | <b>1</b>         |   |   |          |                                |  |
| <b>OTHER</b> |                                    |                  |   |   |          |                                |  |
|              | <b>Total</b>                       | <b>10</b>        |   |   |          |                                | <b>38</b>  |