

Compliments and Complaints October 2019 - March 2020

	Verbal Compliments	No.	Complaints Received	No.	
Thame Town Council	Christmas Lighting Scheme	9	CLT leaflet	3	
	Noticeboard & town entrance advertisement provision	1			
	Memorial garden planting	1			
	Newsletter	1			
	Elms result	1			
	Remembrance	12			
	Christmas in Thame leaflet	1			
	Churchyard tidy (maintenance team)	1			
	Christmas Event	4			
	TGNS	1			
High Street management	1				
		33		3	
South Oxfordshire District Council	Street cleaner (Julie)	1	Dog mess	1	
		1		3	
Oxfordshire County Council			Potholes (including UHS car park - market traders)	4	
			Market House toilets	21	
			Buttermarket - uneven pavement	6	
			Overgrown roundabouts at entrances to Thame	1	
		0		32	
OTHER			Parking	11	
			Beggars	12	
			Tractor Run	1	
			ASB outside Waitrose	1	
		0		25	
TTC Twitter (@ThameTC)		Compliments	No.	Complaints	No.
		Remembrance	1	Parking on pavements (Dominoes) & double yellows	3
		Not allowing Kimblewick Hunt	1	Costa Coffee Thame dirty	1
		TTC clearing overgrown trees/ivy - Thame Park Rd / Chinnor Rd	1	Lib Dem boards on War Memorial	1
		Christmas Lights	2	Stoford sign	4
		Thame Players Ticket Office	1	Illegal parking - residential roads (Kings Close) and High St	1
		Christmas Lights Switch-On	2	Overflowing bins - Thame Park Rd (Persimmon/Bellway)	2
		Christmas in Thame leaflet	1	Bins not emptied due to parking	1
		Tractor Run	1	Streetlight not working	1
		Carols around the Tree	1	Potholes	2
		Improvements to Phoenix Trail stairs (Sustrans)	1	Market remaining open in lockdown	1
		Taste of Thame	1		
		Thanks for Museum support	1		
		Market covid measures	2		
		16		17	
TTC Facebook (launched 18/03/20)	Thank you TTC staff for covid efforts / mobilising community / Mayor's message	5	Waitrose not giving covid protection to staff		
	Market covid measures	1			

Christmas in Thame Facebook	Enjoyed Christmas event	2	Lights switched-on too late (6:30pm) Not enough gift stalls & crepe stall power cut - Christmas Event	1 1
Thame Town Awards Facebook	n/a		n/a	

Social Media Channels	Christmas Lights	3		
		3		

