

**Appendix One – Examples of Complaints and Compliments received relevant to areas covered by Communities Overview and Scrutiny
1 April 2022 to 31 March 2023**

Examples of the complaints received through Contact Us include the following:

- *“Hello As everyone knows we must stay at home and we are allowed to go to work just for shopping, medicine and walk. We citizens are forced to stay at home and to work can go just key workers. My issue is ongoing construction work in middle of the town centre, all town is dusty and air full it , as they are destroying building, they are NOT KEY WORKERS, why they are still working? I can’t even open windows for fresh air, in normal situation I would be at work and wouldn’t notice all this but at this time I cannot even get fresh air. I’m a key worker and when I went to my car you can’t see through the window because of layer of the dust on it from construction.*

“due to the layout of the street, we normally enjoy a derogation allowing waste to be put out in black bags and recycling to be put out a black box. Due to the current restrictions on movement, increase in online shopping and closure of schools, we are obviously generating more waste than usual. However this morning, the kerbside collection refused to take much of our recycling as it was 'not in a black box';xxxxx District Council, .told that we should 'Store waste until we were able to take it the council waste disposal centre'.....The decision to close refuse disposal sites is in absolute contradiction with Government advice (<https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#waste-management-businesses>) that they should stay open.....If public authorities refuse to follow Government Guidelines, how can they blame the public for failing to follow them?.....The instruction to 'Stay at Home' is not absolute, otherwise over 60 million people would have starved to death by now; we all have a role to play, whether that be by working in extraordinary circumstances from my xxx as I am, or whether it be by safely maintaining public services as you should be doing. Will you offer a rebate on Council Tax as a result of services being unnecessarily withdrawn?”

- *“Dear sirs I write to complain about the continued system at our local dump. At present ALL shops are open, from May 17 dining inside, cinemas and gyms are allowed and we will be free to visit other peoples houses and travel abroad. But STILL you have the highly inconvenient and annoying booking system to dispose of our excess rubbish. I do not know in advance when I may need to visit the dump, sometimes I have more than one car boot full, I never know what the weather will do and I can never book a slot on the same day or even 24 hours in advance. The recycling centres are paid for by us, the residents, ALL spending by ALL government is paid for by US THE TAXPAYER. YOU WORK FOR US.As a result of problems going to the dump when needed I have already seen an increase in fly tipping, in the long run it will cost more to clean this up. If you are concerned about non residents using the tip then, by all means, ask for proof of address (Council tax bill). You already have number plates recognition at the site.*
- *“My complaint is about your discriminatory policy insisting on card only payments, e.g. <https://countryparks.warwickshire.gov.uk/burtondassett> , and refusing to take cash. Many people use only cash, or do not have cards that are reliable. Your policy is bad for public service and also bad for Council and local businesses, because it will reduce takings and visits to tourist sites.”*

Examples of compliments received through Contact Us include the following:

- *“I just wanted to pass on my thanks to the resurfacing team (& the tarmac delivery drivers), who all worked on the above during the last week of May. They worked so hard, and diligently. I was fascinated watching the whole process. The end result is fabulous!! I hadn’t realised how noisy and broken the lane was, and now it’s so quiet and smooth. Thank you very much.”*
- *“xxx was excellent with the kids teaching them calmly and clearly about the activity. They also went round pointing out and teaching the kids things as they built the dens. They all absolutely loved the party. xxx in particular is a credit to you. Thanks”*
- *“Dear All, it gives me great pleasure to be writing this E Mail to you. I am unable to Walk very well and not far. Over the bank holiday I came to XX tip to empty my car of Rubbish from my New address....., I was Very Politely met by a Man called XX, LOOKED INSIDE MY VEHICLE and then asked me a few questions. I explained my situation to him. He then gets me to Park opposite the general waste bins. he then waited with me until the bin was free and put me on a bin that was the Shortest walk from the back of my car. After emptying the general waste from my car, he got me to leave the site and drive back to the queue. He then repeated the process and put me on the Shortest walk to the Wood bin. He then assisted me with the Heavy pieces of Timber. Your Company should be so PROUD to have someone to represent you in this manner. Please pass on my sincere regards to him and thank him again for the way that he Represented your Company. Yours with Thanks.”*
- *“I took the tank to..... at the appointed time and date where I found the staff to be a credit to the council in terms of their specialist knowledge and willingness to assist.”*
- *“Many thanks for your speedy attention. I shall look forward to receiving my new pass shortly. Merry Christmas to you”*
- *“Thank you so much, you are so efficient, shame that all organisations are not as good. Well done to the team!”*
- *“Thank you so much for actioning this so quickly and for the update”*
- *“Thank you very much for your email of this Afternoon regarding my Application for a Bus Pass it was nice of you to let me know.”*
- *“I would like to thank you for the effort you put in tracing me and returning my lost bus pass.”*