

## **Appendix D – Examples of Compliments Received 2021-22**

### **Aragon**

I am a support worker with adults with learning disabilities. We visit the park most days. Your staff in the park always say hello to our chaps we look after. The park is always spotless. One of your members of staff had just cleaned the toilets before locking them on Tuesday and two families were so verbally abusive to him, calling him horrible names. Your staff member was a credit to you as he was calm and polite. They were swearing at him to unlock the toilets. Our chaps were a bit scared by it all and he made a point of coming over to us and chatting to them about the squirrels we were feeding. These two families were saying let's report him and accuse him of bad work. I felt I needed to write in and praise him and all the staff for the amazing job they do. Those people probably only visited that once, we go every day and value the hard work they do. Please hand on our thanks.

### **Household Waste Service**

Over the past couple of weeks, I have as a result of lockdown have found the time to have a clear out!

As a result of this I have had cause to visit the household waste depot in Peterborough three times and regardless of the number of others also visiting and the traffic controls in place every member of that team have been really friendly and helpful. Nothing is ever too much trouble from the moment you pull up, when checking you are putting your rubbish in the correct skip to leaving.

These guys are a credit to the council and deserve more recognition for the service they provide than they probably get.

I can't say it is a pleasure going to the tip, but they all make the experience so much easier.

### **Customer Services Call Centre**

I phoned for replacement bus passes for my wife and myself. xxxx on the main desk took our details and forwarded them to the bus pass staff, as they were working from home. xxxx approach was efficient, friendly, and courteous. The bus pass team responded immediately. Many thanks, and well done, to the people involved. Also, well done to PCC for having a 'compliments' page that's easy to use; many organisations only have a 'complaints' link!

### **SEN Service**

I would like to thank you immensely for the help of everyone involved. Especially xxxx - SAMS Officer - Peterborough City Council  
Here is my praise for the brilliant work and service we received.  
We lived in xxxx for nine months and we couldn't get a school  
Then we lived in xxxx for eleven months and we couldn't get a school either.  
Here in Peterborough it was just a few months -xxxx is finally studying!

## **Law & Governance FOI Team**

I'd like to express my thanks for all your support in helping expedite things through legal and finding solutions to problems that have arisen. You and your team have been great to work with and hugely professional.

## **Planning**

I really do appreciate all your help and support from all the Officers in LPA as they have and are an immense help even though you are all struggling to meet the demands, thank you very much to you all.

## **Customer Services**

Email received by CEO ref call taken in the call centre -I had cause to talk to the Peterborough waste collection department today. My call was taken by xxxxx and he was the most polite and helpful person I have spoken with in a long time. This person could not do enough for me, and I actually believe that they cared about the work they were doing and did everything they could to help. I have had a lot of dealings with many people during my working life and believe that most functionaries tend to reveal themselves through spoken communication. xxxx was outstanding, so helpful, and courteous and they left me feeling that I had spoken to someone who cared.

## **Customer Services**

Good Afternoon. I would just like to express my great Thanks to xxxx who helped me in times of very difficult circumstance. She was a great knowledge of information and did her utmost to get what care was best for my Dad. It has really taken all the stress out of a very emotional and stressful time for myself and my family. She handled it with great empathy whilst being very professional. People are all too quick to complain and criticise but very rarely to praise. So please express my Thanks to xxxx and the Team.