

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
06/05/2016 11:44:43	Poor	News	You haven't said what provisions will be made for those who were unable to return later in the day to vote.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
31/05/2016 06:04:15	Poor	Parks	IT WOULD BE HELPFUL TO SAY WHICH ROAD IT WAS IN	No response provided, please contact Tim.Hetherington@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584beb&directoryRecordId=54e3852d84ae7c2872584bef&view=true
31/05/2016 09:23:17	Poor	Council and Democracy	to what address does a person send an application for a postal ballot	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet
06/05/2016 06:32:20	Poor	News	The council vote in Barnet is an unfair vote	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
06/05/2016 07:38:34	Poor	News	Being turned away from a Polling Station on an election day is a disgrace. I turned up before work and was turned away. I will be making a formal complaint about this and backing any call to the High Court for this extremely negligent error on the part	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 07:48:13	Poor	News	The senior officers should lose the election fees for the fiasco	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 07:51:38	Poor	News	this statement is a smoke screen as returning officer he ultimately is responsible and needs to step down	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 07:51:55	Poor	News	Lies and spin. Your behaviour is so despicable as to warrant criminal investigation. I'm sure that T*****s and Cr****a are worth every penny of their contracts - shame about the pounds.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
06/05/2016 08:32:01	Poor	News	You should have committed to re-opening the polling stations on 6th May, of only until 10.30am, to give the greatest opportunity for early morning voters (particularly those at work for the rest of the day) to have their say.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
06/05/2016 08:47:29	Poor	News	you bunch of incompetent buffoons need to hang your head in shame. How long have you had to get this right and prepare? I am one of many voters that was not able to vote having been unable to do so in the morning and working in city I was not prepared to	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
06/05/2016 08:48:17	Average	Council and Democracy	What is happening about the people unable to vote due to mismanagement of voting in Barnet	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet.html
06/05/2016 08:54:03	Poor	News	I could not vote at my local polling station (Child's Hill) yesterday. This is completely unacceptable.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
06/05/2016 09:29:26	Poor	News	Terrible unable to vote today!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 09:48:18	Good	News	provided this is a full investigation and people are held accountable for this shambles, I am happy.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 10:02:02	Poor	Planning & Building Control	The facility to download planning forms as a PDF is absent, contrary to what the web page states. It is depreciated that the Council denies the means to make applications other than on line.	No response provided, please contact Paula.O'Dumody@barnet.gov.uk; Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/planning-forms.html
06/05/2016 10:08:33	Poor	News	What will you do to enable those people denied the vote yesterday morning to contribute to the mayoral election	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
06/05/2016 12:26:12	Poor	News	What if people cannot come back. What is your contingency plan. Does this mean the results are null and void ? You should explain the consequences.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
06/05/2016 12:53:30	Good	Waste & Recycling	Website easy to use	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=IO6gFyQzggWuS0SvEWJHTSKwUiaYD5iV

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
06/05/2016 13:37:02	Poor	Council and Democracy	Could not get information about SEN and EHC plans Have now called and spoken to 3 people all are passing me to other	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
06/05/2016 13:37:52	Poor	News	I attended the polling station in Stanhope Avenue yesterday at 7am - it was clear that the electoral list was incomplete. In fact it very much looked like it was postal votes only the majority of houses in my road Holmwood Gardens were missing. Can you c	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 14:02:57	Poor	News	You need to arrange another day for people to vote, otherwise people will complain about this for years	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
06/05/2016 14:44:02	Poor	News	Uninformative.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 15:26:05	Poor	Myaccount and lagan forms	It is very difficult to speak to an advisor on the phone. i am trying to change my Direct debit details, this cannot be done online, the instruction is to call 02083592608 which I did, but all the menus are automated and very unhelpful with no option to s	Thank you for raising this issue with us. If you would like to amend your details please download the 'Direct Debit Mandate' form on the following link: https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
06/05/2016 16:08:09	Good	Waste & Recycling	I have used this site before and it was great, but the bin never showed up. Hopefully this time it will work.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=kEt7ClAnsG1FMfJg4nUwHboClquadLyp
06/05/2016 16:15:51	Poor	Council Tax and Benefits	you know what is the right to do , and try with different department to collaborate to produce a better team work ,other than the chaos	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-changes.html
06/05/2016 17:11:56	Poor	Council and Democracy	You are using css "show:none" and then javascript to reveal. No javascript available means ALL the content is hidden- the page is utterly blank.Very poor coding practice. Stick to CSS and drop javascript- it is past its use by date. Your web site probably	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards/customer-web-feedback-and-council-responses
06/05/2016 17:25:35	Poor	News	You broke the law	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
06/05/2016 17:49:34	Poor	News	Lack of awareness	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
06/05/2016 18:35:03	Poor	News	Disgraceful. Returning officer should be sacked	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 19:24:06	Poor	Search	I wanted to know the results of by election of Underhill held today as other results of Mayor and London Assembly held are out after 3 pm.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Underhill+by+election+results.
06/05/2016 21:21:48	Poor	News	Not written well.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
07/05/2016 08:59:25	Poor	News	Usual Barnet mess!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
07/05/2016 10:26:30	Poor	News	The proxy vote should have been made available as an option until 10pm.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
07/05/2016 10:59:14	Good	Council and Democracy	Very good as it is easy to read and understand. Found what I needed straight away.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=BLVkJRnigobMqcmrgSqNt8YD6RfbwgMty
07/05/2016 12:20:57	Average	Parks	I would like to know more about Tudor Park. I am interested in the boarded up building near the playground	No response provided, please contact Tim.Hetherington@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a77
07/05/2016 13:04:38	Poor	Planning & Building Control	WHY IS PLANNING APPLICATION SEARCH DOWN ON WEEKENDS IT ALWAYS DOWN	No response provided, please contact Paula.O'Dumody@barnet.gov.uk; Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
07/05/2016 13:18:10	Average	Council and Democracy	Partly helped but no election turnout or spoilt ballots given	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet/by-election-underhill-may-2016.html
07/05/2016 17:43:53	Poor	Planning & Building Control	I am trying to look at my neighbours extension drawing,. your letter said to enter the code in the Simple Search. Your Simple Search is only ion name.	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application
08/05/2016 01:47:43	Good	Myaccount and lagan forms	Cars left there without to be moved. Opposite Sainsbury shop its a Nissan Micra.	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
08/05/2016 04:18:52	Poor	News	This is NOT true - we register to vote, you send us cards, we turn up to vote and you turn us away. Looking forward to communicating with the new team at electoral services in the safe knowledge that no-one will have the gaul to keep their jobs.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Make-sure-you-can-vote-for-the-next-Mayor-of-London.html
08/05/2016 04:21:47	Poor	News	YOU STOLE MY VOTE - RESIGN	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
08/05/2016 07:47:54	Poor	News	The incompetent management of voting on May 5 resulted in both myself and my wife being unable to vote despite having visited the polling station at the correct time. It is not good enough. The senior management at Barnet Council should be dismissed for g	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
08/05/2016 09:27:51	Poor	Schools Information	Fo	Thank you for your feedback. Could you please give us more information so that we can respond to your query more directly?	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html
08/05/2016 09:55:48	Poor	Parking	looking for a calendar for event day parking restriction in hendon	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones/saracens-event-day-cpz.html
08/05/2016 11:23:04	Poor	Myaccount and lagan forms	cannot log in to change my bank details.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with logging into or enrolling for My Account then please e-mail first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
08/05/2016 12:21:17	Poor	Myaccount and lagan forms	I was continually referred back to request for name of road, even being told my road did not exist though it has been here for at least 70 years	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
08/05/2016 12:45:39	Poor	Parks	Please include list of facilities even if it is only 'flat piece of grass'! A picture would be useful.	No response provided, please contact Tim.Hetherington@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a7c
08/05/2016 14:06:10	Poor	Council and Democracy	What's the point when the Chief Executive loses thousands of registrations. He and Barnet Council cannot be trusted to ensure that democracy works in Barnet - it does not.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet.html
08/05/2016 15:51:17	Poor	Council Tax and Benefits	Council tax support scheme document doesn't make sense, it should be written more simply. Its very confusing to understand who is eligible and how much a person can get.	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/council-tax-support-scheme.html
08/05/2016 16:20:34	Poor	Myaccount and lagan forms	It doesnt work!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
08/05/2016 17:27:12	Poor	Libraries	Wheres a link to actually register!?	We apologise that the link was not working. This has now been restored and you should be able to register for a library card. We apologise for any inconvenience.	https://barnet.gov.uk/citizen-home/libraries/request-a-library-card.html
08/05/2016 18:36:17	Good	Children's Services	The Short Breaks service is fantastic and the way the online application works makes it so simple to apply	Thank you for your feedback - we will pass onto the team.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/email-receipt.html?mgnlFormToken=2C37nc6J3N27mNmR9hQxxLsmm6lky8C2
08/05/2016 19:16:38	Poor	News	Every other borough managed to get accurate voting lists to their polling stations. Why was Barnet uniquely unable to carry out such a simple task, in the process preventing the Chief Rabbi from casting his democratic vote? Heads must roll!!!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
08/05/2016 22:17:46	Good	Highways	free parking	Could you kindly supply more details of this enquiry so it can be investigated and resolved for you.	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584dfb

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
08/05/2016 22:42:15	Good	Adults and Communities	Thank you to make esay to contact you	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=vG4uyNizE6AnSeaelLUWDBLwbXbFbG5
08/05/2016 23:22:10	Good	Council and Democracy	I wish to know the election results for London borough of barnet.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet.html
06/05/2016 11:45:14	Poor	News	When it comes to an election there is no such thing as a "mistake". This is the one time a "mistake" can not happen, when it does it is normally referred to as "Vote Rigging"..... Congratulations Barnet Council you stole my vote yesterday, your organisatio	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 12:09:37	Poor	Council Tax and Benefits	It will not accept my mobile number in whatever form I try to enter it!	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=UdVoPkyzKcKpOxmQYukCgcJMCVfHkr4t
06/05/2016 12:15:29	Poor	Council Tax and Benefits	Continually fails to accept correctly inserted information - one of the worst websites I have used - or rather tried to use	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/7-Details-about-your-move---rent.html?mgnlFormToken=UdVoPkyzKcKpOxmQYukCgcJMCVfHkr4t
03/05/2016 04:26:31	Poor	Adults and Communities	There's no Tuesday time table for noise nuisance. Where do we call between Monday night to Tuesday to report noise nuisance. This site is ridiculous.	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/get-involved/our-partnership-boards/older-adults-partnership-board.html
20/05/2016 10:31:31	Poor	Business	Hi can't open link pages	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/2-Personal-details.html?mgnlFormToken=B5bDWjLkxydiQpkJBeRBbUthwQ8MXazJw
20/05/2016 11:28:41	Poor	Council Tax and Benefits	I could not find any link to how to make arrangements for payment of a council tax refund. I had received a letter informing me a refund was due on the account of my late mother, and was asked to contact the Council to discuss how this should be paid. Eve	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
20/05/2016 11:39:45	Good	Business	Very clear and business friendly	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/business/Entrepreneurial-Barnet.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
03/05/2016 17:51:33	Average	Myaccount and lagan forms	My council Tax support has still not been updated on this page.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html
03/05/2016 19:17:29	Poor	Waste & Recycling	I tried phoning today as the bin men were still I'm my road and was told I had to wait until 4pm to report non collection. I have reported this on more than one occasion but it still keeps happening. I expect my bin will not be emptied for another week ag	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=49160427.1366285725
03/05/2016 19:32:09	Poor	Waste & Recycling	My black bin again has not been emptied for more than 2 weeks!	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
03/05/2016 21:11:59	Average	Waste & Recycling	i cant find in witch day is colect waste food , brown bin	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html
03/05/2016 21:38:01	Poor	Myaccount and lagan forms	I was attempting to describe a specific problem as directed but was unable to do so.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
03/05/2016 22:34:30	Poor	Myaccount and lagan forms	Your service is disgusting, its over 3 weeks I am waiting for form to be send to me, which you haven't send me, what the hell is this?	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
03/05/2016 22:50:30	Poor	Libraries	your annoying and you f**king pis**d me off fam	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/libraries/what-you-can-borrow.html
04/05/2016 09:29:39	Good	Myaccount and lagan forms	LOVE the bin collection calendar. Looks great and is very handy.	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200110175
04/05/2016 10:06:13	Poor	Myaccount and lagan forms	Won't accept any of my passwords even though I have followed the guidelines	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with registering for My Account then please e-mail first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
20/05/2016 14:05:37	Average	Myaccount and lagan forms	please provide a downloadable ical or google cal version	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200071070
04/05/2016 12:07:17	Poor	Adults and Communities	no	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html
04/05/2016 12:13:09	Poor	Adults and Communities	Disability Action in Barnet no longer operates the Advice Service for disabled people	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584e15&directoryRecordId=54e3852f84ae7c2872584e20
04/05/2016 13:21:50	Good	Council and Democracy	Good page	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html
04/05/2016 13:26:40	Poor	Myaccount and lagan forms	i need to speak with someone about reference 49457 and 83210 10 days has been more like 10 mionths. The road is now and for the last 2 years been causing damage through mssive vibrations every 10 minutes as a bus goes buy.	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
04/05/2016 14:10:08	Poor	Environmental Health & Trading Standards	No information	No response provided, please contact jason.Armitage@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html
04/05/2016 14:12:48	Poor	Children's Services	Needed to know the timetable for Church Farm swimming pool. No information offered. A total waste of a web site.	Thank you for your feedback. We are unable to control what information is held on external websites	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853984ae7c2872585999
04/05/2016 14:18:51	Poor	Parking	was unable to pay a PCN without the pcn number	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
04/05/2016 14:34:09	Poor	Adults and Communities	Let people speak to a human being instead of being sent round in circles by recorded messages.	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
04/05/2016 15:45:23	Poor	Council and Democracy	Please contact me urgently 0***** ** Wildwood road A*****y L***s. impossible to get through to department permanently engaged	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-information0.html
04/05/2016 17:05:35	Good	Waste & Recycling	Did the job	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
04/05/2016 18:18:51	Good	Schools Information	No	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-(years-3-to-11)/email-receipt.html?mgnlFormToken=2bHQYe0R2if68U3oJLy066qeeYwaZpPq
04/05/2016 20:38:47	Good	Children's Services	I like map idea	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853b84ae7c2872585b55&directoryRecordId=55dc361a84aec1013e25817
04/05/2016 20:41:47	Poor	Children's Services	Is so hard for me to childcare who provide 15h free	Thank you for your feedback - If you are still struggling to find childcare please contact FIS on freephone 0800 389 8312	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childminders-in-barnet.html
04/05/2016 20:58:36	Poor	Waste & Recycling	Improve green spaces and parking	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection
04/05/2016 21:22:51	Poor	Council Tax and Benefits	I didn't find what I was looking for. I still don't know where to tell the council that I have moved into a property that has a single person discount and now there will be two people.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
04/05/2016 21:26:47	Poor	Council Tax and Benefits	I'm deaf and cannot use the phone. I need to talk to someone face to face about my council tax. There are few things wrong about my council tax.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/disabled-relief.html
05/05/2016 07:08:06	Poor	Council and Democracy	Use words to explain what it's about not just a list I wanted to know which is my polling station	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852c84ae7c2872584b7c&list=true

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 08:12:22	Poor	Council and Democracy	Need guidance on emergency proxy voting - can't find it anywhere	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html
05/05/2016 08:52:02	Poor	News	NO INFORMATION ON VOTING CHAOS ON YOUR WEBSITE. WAKE UP AND GET THE INFO OUT QUICKLY YOU STUPID LAZY FOOLS.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Barnet-residents-urged-to-register-to-vote.html
05/05/2016 08:55:39	Poor	Council and Democracy	As per previous question	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet.html
05/05/2016 09:04:46	Poor	News	cant vote	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/barnet-council-publishes-landmark-outsourcing-contract.html
05/05/2016 09:13:09	Poor	Council and Democracy	Your shambolic attempt at organising a vote this morning sums up Barnet Council.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html
05/05/2016 09:32:35	Good	Education and Skills	because I believe the local authorities are doing well	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=ji5pJyIDCM5iTRQEpDgwDVvCUCPUeBm
05/05/2016 09:32:38	Poor	News	Another IT failure - I'm angry the council leader says these failures are to be expected. We are still waiting for Capita to restore the Freedom passes for disabled people.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:35:49	Poor	News	Outsourcing election procedures to Capita has obviously been a disaster, as democracy has been denied.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:36:05	Poor	News	It is not a requirement to take a polling card to the polling station in order to vote, it even states such on the card itself. If you are unable to run an orderly election you are clearly unfit for purpose and should, as a Group, tender your resignations	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 09:36:53	Poor	News	Doesn't solve any issues for people who haven't been sent cards or people who are unable to return to vote later today.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:38:23	Poor	News	I know EasyCouncil thinks the sun shines out of privatised bottoms, but remember that Capita cocked up here. There need to be firings/contract abnegations!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:39:39	Poor	News	You know why.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:40:37	Poor	News	Disgusting that there have been problems at the polling stations. There will be hundreds if not thousands of people who won't be able to return to the polling stations today to cast their votes due to the non arrival of the correct electoral/polling lists	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:40:58	Poor	News	Should have carried out its work before today!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:43:36	Poor	News	Total shambles with the voting list. Staff at our local polling station were very apologetic but were unable to help. Did no one check the lists ?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:43:58	Poor	News	The voting debacle.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:45:06	Poor	News	Appalling that people in the 21st century can't vote	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:45:13	Poor	News	Blatant disregard for critical part of democratic process.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 09:45:36	Poor	News	You outsourced electoral services and it was a total shambles and many people couldn't vote. Please rerun the election	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:47:22	Poor	News	Electoral Fraud	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:49:17	Poor	News	Get some proper it people to sort out your voting kists	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:50:37	Poor	News	This whole system is a complete shambles. I am now away for business and therefore will not be able to cast my vote today. This process is ILLEGAL. I expect to be able to vote when I am back in London. This is not democracy	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:50:51	Poor	News	It's embarrassing that one of London's largest boroughs is not capable of managing a local election without this kind of shambolic performance.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:50:57	Poor	News	You have totally messed up the elections for 5th May.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:56:27	Poor	News	shambles voting system	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:56:36	Poor	News	It is illegal to require someone to bring a polling card to vote.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:57:56	Poor	News	You have screwed up the electoral lists and prevented people from voting. Have you outsourced the provision of electoral lists and if so, do you have any penalty clauses you can apply to the contractor for the obvious failure to meet basic service levels?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 09:57:58	Poor	Council and Democracy	Not being able to vote this morning due to register shambles does not inspire confidence in the local government. Not acceptable to be told to just come back later, everyone leads busy lives and I made the time to go and cast my vote as is my right but w	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet
05/05/2016 09:58:22	Poor	News	People who brought their polling card were denied, too. On one level, that's quite right - your right to vote is not dependent on having your polling card with you. The issue was the entire streets of people who were missing from the list - this article m	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:58:40	Poor	News	I'm unhappy with Barnet's management of electoral services. Residents shouldn't have to bring polling cards with them to vote - this isn't a requirement and people prevented from voting as they don't have their polling cards should not be disenfranchised.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:59:57	Poor	News	To mess up the electoral register this badly, then lead people on a merry goose chase around your awful automated service excuse for a phone number, only to be told come back later or no vote, when I can't, is not acceptable. Shame on you all	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:00:02	Poor	News	This might screw up your ability to run an election properly, thus making Barnet the laughing stock of the Nation.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/barnet-council-publishes-landmark-outsourcing-contract.html
05/05/2016 10:00:36	Poor	Council and Democracy	Polling disaster	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet
05/05/2016 10:01:50	Poor	News	Total confusion at my polling station this morning. Staff didn't know what to do. I insisted on voting and had my card and was there on the dot at 7 sp did, but it's apparent this is a big problem. Really dreadful cock-up, unforgiveable.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:02:09	Poor	News	Don't outsource everything so your mates can make profit.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:02:14	Poor	News	This is the worst shambles I've seen in 30 years of voting and may leave people disenfranchised. How could a simple task like compiling a list of names go wrong like this? There needs to be an urgent inquiry resulting in action.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 10:02:49	Poor	News	Preventing people from voting is what dictators do.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:04:04	Poor	News	You know that people with polling cards were turned away, that registered voters did not receive cards, that it affected the majority of those attempting to vote at some stations, and that no-one has to take their polling card to vote. This statement is i	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:04:40	Poor	News	It is inconvenient to return to the polling station. I have never had to take my polling card in the past and this morning I wasted 15 minutes going to the polling station(without my polling card) to be told I could not vote. I believe the Council had	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:04:41	Poor	News	Sort out your staff - unable to vote and it's a joke.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:05:11	Poor	News	How could the electoral lists have been distributed without any checks or balances? The lists of voters were clearly far too short to reflect the actual voters lists. Does no one check these? And how did no one spot that the lists should have been many p	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:06:19	Poor	Council and Democracy	i am trying to find out where my polling station is. You have not sent me a polling card and it is impossible find out. Your link sends me to the gov site which sends me back here again. How am I supposed to find out? It's a f**king shambles and I hope yo	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet
05/05/2016 10:07:44	Poor	News	Shame on you	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:12:04	Poor	News	Not allowing people to vote without their polling card is illegal. Outrageous	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:12:54	Poor	News	You f**ked up big time didn't you. Idiots.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 10:12:55	Poor	News	I was denied the ability to vote this morning (despite having my polling card with me), and am unable to return later in the day. This response does nothing to address the fact that I was today excluded from the democratic process.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:13:07	Poor	News	Resign!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:14:18	Poor	News	How about contacting everyone who has been unable to vote as a result and ensuring they get that opportunity	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:16:56	Poor	News	Polling stations are still turning people away even if they have poll cards	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:18:16	Poor	News	Employ some lawyers / stop outsourcing so you stop messing up your statutory functions e.g. allowing people to vote.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:18:26	Poor	News	Did you outsource it?!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:20:29	Poor	News	You are in breach of electoral law and processes	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:24:44	Poor	News	It is clear that Barnet Council does not understand Total Quality Management, brand management, crisis management or has managers who are prepared to implement them.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:28:08	Poor	News	You are also aware that people were turned away with cards.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 10:28:23	Poor	News	Privatisation of public services will mean the end of democracy.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:28:34	Good	News	You say that people can vote if they take their polling cards with them - but we never received them!	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:29:16	Poor	News	Don't outsource!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:36:00	Poor	News	Disgraceful failure.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:37:18	Poor	News	Can't vote even though brought polling card	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:37:58	Poor	News	Unable to vote because you outsourced the service. It is a disgrace and the Tory Councillors should stand down in shame for letting down democracy.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:38:02	Poor	News	Since you engaged Capita the service level is dire, someone needs to take responsibility for this fiasco and resign with a public apology.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:42:50	Poor	News	How can you let the Borough become a laughing stock by making such a mess of the registers delivered to polling stations? It's not even a new process. I had to wait 20 minutes while your mess was cleared up this morning making me late for work. Like sever	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:53:05	Average	News	I heard about these problems on BBC Radio London. I think that there should have been better checks before the lists were sent out to the polling stations. Once the error was discovered the public should have been reached in better ways than just a note	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 10:57:03	Poor	News	Don't disenfranchise people.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:58:01	Poor	News	Really unhappy that voters were turned away, was made clear that the polling card was not required to vote. We have been residents for more than 5 years and able to vote previously. Not good enough.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:00:24	Poor	News	OMG.....	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:06:36	Poor	News	what if voters can't return to polling stations after being turned away?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:08:48	Poor	News	Total lie in your statement! I and many others with polling cards were turned away this morning.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:12:16	Poor	News	Turned away at polling booth!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:15:42	Poor	News	This is a vile perversion of process - and probably even now illegal. Whatever possessed you?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:15:44	Poor	News	It is not about the website it is about the solution to the voting issue in Barnet. "Come back later" Some people in the borough have jobs.... I am unable to return to the polling station later as suggested so how can I vote?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:19:40	Poor	News	If Barnet Council can't run a democratic election competently what can local residents such as myself trust it to do?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 11:20:45	Poor	News	This is the result of outsourcing your service provision. Stop doing it please.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:27:33	Poor	News	Your handling of the local elections was not only a huge blunder but undemocratic.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:31:12	Poor	News	Election Shambles, heads should roll really. Prior preparation prevents poor performance, what have you staff been doing in the run up to today? Democracy not being served in Barnet today.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:33:03	Poor	News	Incorrect voter lists as Barnet polling stations. Chaotic scenes, people being turned away even WITH voting cards. This makes a mockery of the election process. Many people cannot return later to vote. An utterly shameful day for Barnet Council.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:33:34	Poor	News	Absolutely disgraceful electoral conduct & incompetence by your authority today. You should be ashamed.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:46:53	Poor	News	You said "a number of people who had not brought their polling card with them were unable to vote." That's untrue. I witnessed people with polling cards being turned away from the polling station on Grove Road, EN4 this morning.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:47:42	Poor	News	Incompetence or a deliberate attempt to stop certain groups voting? Who knows. If the result is close then it has to be challenged in court now.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:52:01	Poor	News	what a bunch of jokers you are quite simply unacceptable people have to go to work ! so too little too late	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 11:58:33	Poor	News	well done for privatising and outsourcing so badly we can't even cast a vote in our corrupt system	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 12:01:54	Poor	News	How many people were turned away and how many might not bother to return?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 12:07:44	Poor	News	Incompetent Council Staff have had all year to prepare for these elections!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 12:11:20	Poor	Search	trying to find a proposed application is a mine field. why is it not simpler and can't all proposal's be given a unique ref: number?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=two+storey+extension+compton+school&resultsPerPage=10&page=2
05/05/2016 12:21:50	Poor	News	Ridiculous given amount of notice that the voting lists were not available - because of outside tellers some people don't take their voting cards. Will it be the same for the referendum?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 12:30:45	Poor	Parking	The map is not clear, I wanted find the parking zone W	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones/controlled-parking-zone-maps.html
05/05/2016 12:36:30	Poor	News	I turned up to vote at ten past seven this morning at Trinity Church Centre polling station WITH my polling card and was denied a vote. The statement on your homepage, which clearly states that only people who had not bought their polling card were unabl	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 12:46:30	Poor	Parking	I would provide more information but as I will not receive a response, I will not.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/driving-rules.html
05/05/2016 12:56:21	Poor	News	Don't outsource, never had problems with polling lists before. Tory run Barnet is a disaster.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 12:58:51	Poor	News	DON'T TURN PEOPLE AWAY FROM VOTING	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 12:58:54	Good	Schools Information	thanks for all you do,for helping us to find the school ASAP	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=FVFiUTv0HFuUX3kDfoILZE51XYpUwBrZ
05/05/2016 13:00:51	Poor	News	a council that fails to run an election is unfit to serve. the chairperson must resign and the responsible councillors should be dismissed and banned from local politics for life. any lesser response will only serve to demonstrate that today's scandal was	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 13:08:20	Poor	News	My daughter, who is on the electoral roll, turned up to vote this morning and was turned away, she asked me check to see what could be done. PLEASE BE AWARE THAT MANY PEOPLE WHO TURN UP EARLY TO VOTE DO SO BECAUSE THEY CAN'T 'COME BACK LATER'. She can't g	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 13:12:13	Poor	News	You denied me my vote. I couldn't vote because I didn't have my polling card. Is that because you discriminate against people who don't bring a piece of card with them? Does that disqualify me from voting? No, it doesn't. Or were you being prejudiced	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 13:19:04	Poor	News	People unable to return to the Polling station have lost their vote - appalling service.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 13:23:20	Poor	Jobs and Careers	search enjen did not work and did not give any error message either	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/jobs-and-careers.html
05/05/2016 14:01:46	Poor	Council and Democracy	Pick up your phone with a human rather than a machine	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html
05/05/2016 14:15:11	Poor	News	This is a total disgrace, and very possibly illegal. If the Council's Chief Executive and/or Leader do not issue a full and detailed statement by this afternoon they should consider their postions and resign.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 14:37:52	Poor	News	You can't just apologise re voting problems and ask people to come back later. If people come early, it's often because they are unable to vote later. Therefore they're disenfranchised. So the election is invalid.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 15:01:21	Poor	Myaccount and lagan forms	Street lamp permanently on by no 5 Halton Close N11 3HQ	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
05/05/2016 15:12:43	Poor	News	People who brought their polling cards with them were also unable to vote. The information on this page is incorrect.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 15:23:57	Poor	News	This is an unbelievable shambles and a shame on the democracy of this country.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Emergency-proxy-vote.html
05/05/2016 15:31:12	Poor	Parks	Links not downloading.	No response provided, please contact Tim.Hetherington@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk.html
05/05/2016 15:40:59	Poor	News	Did you also outsource democracy?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 15:47:14	Poor	Council and Democracy	Barnet mess up on the polling list and the ask people to complete a 6 page declaration for emergency proxy vote they are having a laugh.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html
05/05/2016 15:56:47	Poor	News	this Problem with the electoral registers is totally un acceptable and brings into question whether they are trying to influence the election. luckily I took my card with me as I would not have been pleased if I could not of voted due to the ineptitude of	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 15:57:15	Poor	News	Your message about the election day errors says "We are aware of problems with our electoral registration lists this morning at polling stations in Barnet which have meant that a number of people who had not brought their polling card with them were unab	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 15:57:47	Poor	News	My name was not on the electoral role and I was unable to vote at the time I had arranged to . This is unacceptable	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 16:12:31	Poor	News	election shambles	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Emergency-proxy-vote.html
05/05/2016 16:25:33	Poor	News	So pleased can vote where I live.Bet chief returning officer keeps their pot of gold	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 16:35:02	Poor	Planning & Building Control	The menu says that forms can be down loaded; they cannot. I am trying to make a S 73 application; no where can I find the fom to down loaded	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/planning-forms.html
05/05/2016 16:39:27	Average	Myaccount and lagan forms	After paying the amount specified and having it debited from my account, the amount shown due has yet to change after 24 hours.	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
05/05/2016 16:42:17	Poor	News	The press statement about people being unable to vote this morning states that people who had not brought their polling cards were unable to vote. This implies blame on the part of the elector when that is not the case. It is not necessary to bring your	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 17:01:18	Poor	Homepage	Anything else you'd care to outsource like all your responsibilities?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
05/05/2016 17:04:25	Poor	Homepage	I am unable to vote. A democratic council would cancel this election and rerun it again next Thursday.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
05/05/2016 17:06:39	Poor	News	I was refused my vote this morning even though I had my polling card with me - I turned up at East Finchley Youth Theatre at 6.55 (which meant I was already half an hour late for work) only to be told I could not vote. I was given a phone number to call b	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 17:12:53	Poor	News	In other countries your hapless incompetence at getting the correct register to the polling stations could be construed as ballot rigging. To ask turned away people to come back later when in general people are not engaged with the democratic process is p	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 17:21:23	Poor	News	it's a disgrace that such a crass error should have been made in doistributing the electroal register. The register is consukted upon to avoid such problems.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 17:26:14	Poor	Waste & Recycling	I want my rubbish collected from ** Edgwarebury Lane, it appears they missed out my house on the regular round and I cannot get through on the telephone. Can someone please call me to tell me when they will come 0*****6 L***** J*****	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=336856737.1391786684
05/05/2016 17:26:50	Poor	News	Do the damn job you're paid for and get it right in the first place!!!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 17:35:05	Poor	News	Very disappointed in Barnet Council. This morning I was turned away at polling station as I didn't have polling card so was late for work. This evening I return as "problem resolved" and it seems I need to bring polling card so it's not possible to return	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 17:38:11	Poor	Council and Democracy	Identify your polling station link didn't work	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html
05/05/2016 18:11:33	Poor	News	Ditch cr****a.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 18:12:21	Poor	News	Barnet Council, national laughing stock and disgrace..	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 18:26:42	Poor	News	absolute disgrace at the polls today	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 18:27:50	Poor	News	B*****t	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/05/2016 09:10:59	Average	Waste & Recycling	What does 'Assisted Collection' mean?? I ticked 'no' ... otherwise I wouldn't be able to continue!!!!	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection
01/05/2016 09:11:16	Good	Parking	No date on this. would be helpful.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/Traffic-hotspot-examples.html
01/05/2016 14:38:32	Poor	Myaccount and lagan forms	DOSNT PRINT IN COLOUR CODE	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our online services and your comments will be raised as part of the next planned review.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200050177
02/05/2016 07:09:10	Poor	Children's Services	As previously stated this website is misinformed. It manipulates scientific research ask does not give the full picture. It contradicts govt and NHS advice/policy and should be removed!!	Thank you for feedback - We have taken on board your views and decided to remove the entry.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853784ae7c287258577c&view=true
02/05/2016 09:44:39	Poor	Waste & Recycling	5 days is too long for a reply to something I need rectified immediately!	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1678519469.1420232562
02/05/2016 10:08:18	Poor	Parking	I want to challenge a PCn issued and your website is not letting me do so	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html
02/05/2016 13:54:34	Good	Council Tax and Benefits	No	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
02/05/2016 14:12:23	Poor	News	just moved to area been searching online for ten minutes to figure out where to go to vote	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Barnet-residents-urged-to-register-to-vote.html
02/05/2016 15:47:41	Poor	Council and Democracy	Make it wait to speak to someone about voting	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
02/05/2016 17:00:05	Poor	Myaccount and lagan forms	Why is it say Capel Road when both my marker and my written info say CRANBROOK?!	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our online services and your comments will be raised as part of the next planned review.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.640047601308545&lng=-0.16541719436645508&streetId=20006940&location-landmark=72+Cranbrook+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-i
05/05/2016 18:29:50	Poor	News	Ensure people can vote on election day.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 18:50:44	Poor	News	Incompetence	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 18:52:29	Poor	News	just want to find my polling station havent got a card! what a mess	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/New-Polling-Stations-in-Barnet.html
05/05/2016 18:58:30	Poor	News	I wasnt able to vote this morning in barnet. No one knew what to do and no help was offered.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 19:23:52	Poor	News	T****s	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 19:25:27	Poor	News	Terrible outrage at undemocratic bungle	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 19:59:49	Poor	News	You, as Chief Executive and Returning Officer, are responsible for this utter disgrace and should take full responsibility and resign with immediate effect.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 20:18:41	Poor	News	You're incompetent	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 20:26:46	Poor	News	No polling cards received; shambles this morning unforgivable. Is this a totally in house service? Who bears responsibility ?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 20:28:31	Poor	News	Offering a proxy vote until 5pm is not a solution	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 20:44:04	Poor	News	The electoral roll issue at polling stations today is inexcusable. Hard to comprehend this as an error given the scale, evident brevity in the lists provided, and the checks and balances that ensure the democratic rights which were today denied. Whatever	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 20:57:56	Poor	News	Shambolic that I wasn't allowed to vote	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 21:21:53	Poor	Children's Services	If	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy/uk-youth-parliament
05/05/2016 21:40:39	Poor	News	Barnet council is a national DISGRACE. The incompetence is now worldwide news.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 21:41:59	Poor	News	The issue with voting this morning in East Finchley was inexcusable. A formal apology should be provided to every member of the electoral list AND to those working the poll stations. A full inquiry into how this happened is required.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 21:53:13	Poor	News	You f****d up the electoral registration lists you f*****g m*****s	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 22:07:36	Poor	News	USELESS C****S S E L E S E C *****S	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 22:14:29	Poor	News	Unbelievable indifference to the impact of your own incompetence	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 22:19:45	Poor	News	Please fire person responsible.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 22:50:47	Poor	News	The statement from Mr T*****s is extremely disappointing as it seeks to trivialise a very serious error. I am surprised he is still in position to make this statement but I presume that means he will now be subject to disciplinary action. No doubt you wi	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
05/05/2016 23:31:27	Poor	Search	Could not vote Outrageous Seriously unhappy Council leader must take responsibility and resign immediately	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Election+
05/05/2016 23:35:01	Poor	News	This is disgusting. You've broken my human rights. If Zac goldsmith doesn't win I will be taking legal action against you...	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 00:00:48	Poor	News	T*****s is a hypocritical disgrace and should not be sucking at the civic teat. Organising a p*****p in a brewery would stretch his skills, he is morally and ethically unsuitable to hold office and should resign forthwith and forfeit all remuneration. The	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 01:27:40	Poor	News	I was turned away from making my democratic vote this morning. Busy working, I was unable to return to polling station and was not aware of proxy voting until just now -- I've been busy working in Lomdon to keep my house in London and pay my Barnet council	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
06/05/2016 02:29:12	Poor	Council and Democracy	I have appealed against a parking ticket issued by a rude racist traffic warden, but have not received any response. After one month time I received another notice that shows that my penalty has increased. I don't know the reason, because the council was	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
20/05/2016 15:39:12	Average	Planning & Building Control	The maps detailing conservation areas could be a little more user friendly. It would be better to consolidate the information all on to one big map like other boroughs do. That way users can oreintate themselves and find what they're looking for a lot qui	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
20/05/2016 15:39:55	Good	Myaccount and lagan forms	Great. Thank you	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200018801
04/05/2016 11:10:50	Poor	Adults and Communities	Not much info on freedom pass required details for acceptance	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/About-adult-social-care.html
04/05/2016 11:15:49	Poor	Myaccount and lagan forms	all i want to do is understand where my council tax bill is? i can't get hold of a person, and have spent a huge amount of time on the stupid automated service. pathetic.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
04/05/2016 18:09:13	Good	Schools Information	Okay.	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-(years-3-to-11)/2-Childs-Details.html?mgnlFormToken=2bHqYe0R2if68U3oJLy066qeeYwaZpPq
04/05/2016 18:10:52	Average	Schools Information	Registrer	Thank you for your feedback. Could you please give us more information so that we can respond to your query more directly?	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-(years-3-to-11)/2-Childs-Details.html?mgnlFormToken=2bHqYe0R2if68U3oJLy066qeeYwaZpPq
05/05/2016 09:51:52	Poor	News	Sort it out Barnet and rerun the election	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:52:14	Poor	News	stop outsourcing to capita and go back to in-house staff. barnet council is a laughing stock,	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:52:20	Poor	News	Hearing 2016 voters turned away shambles	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/New-Polling-Stations-in-Barnet.html
05/05/2016 09:53:01	Poor	News	Appalling that you are denying people their right to vote. And subsequent advice and assistance laughably inadequate.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/05/2016 09:53:10	Poor	News	Polling day shambles	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:53:31	Poor	News	People should be allowed to vote	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:53:44	Poor	News	Simply unacceptable that your outsourcing decision and subsequent problems have disenfranchised Barnet resident. Your council and Capita are a Mickey Mouse organisation	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 09:53:50	Poor	News	As an outsourced department, the issues that Barnet has had with its electoral register are extremely serious. Not only have the council potentially responded poorly, asking voters to bring polling cards with them (which, legally speaking, is not necessary)	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:46:04	Poor	News	WE WERE UNABLE TO VOTE AT 8.00AM EVEN THOUGH WE HAD OUR POLLING CARDS WITH US.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:47:22	Poor	News	Election shambles, shame on you Barnet. If I sent you a rubber duck do you think that you would be able to propel it across the bath?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 10:51:30	Poor	News	At the polling station in St Edwards Church Hall people were turned away even WITH their polling cards. I do not think the training outlined in the Electoral Commission's handbook for polling stations had been done.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
05/05/2016 13:30:51	Poor	News	Outrageous. Many had allocated 7-10am to vote and even with their voting cards they were turned away. call this a democracy? when it come to London Mayor every vote in london counts as all the results from all the boroughs are pooled together, it's not fi	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Electoral-registration-lists.html
20/05/2016 15:19:42	Poor	Council and Democracy	I have just discovered the closing date for election feedback was yesterday. You have not properly publicised this feedback process. I only just found out about it and really annoyed that I cannot have my say. You need to extend this deadline and make sur	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/election-feedback.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
16/05/2016 08:56:24	Poor	Parking	Trying to send email to appeal parking ticket since Friday and it isn't working	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking
17/05/2016 11:52:55	Poor	Myaccount and lagan forms	Was not able to report a problem with a limit of 250 characters. Very frustrating that you cannot describe properly what the problem is!!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61436587339592&lng=-0.28298377990722656&streetId=20029640&location-landmark=Mill+Ridge+/-+High+Street,+Edgware.++Traffic+build+up+to+Stonegrove/Spur+Road+since+the+traffic+lights+chan
16/05/2016 10:11:17	Good	Schools Information	very easy to read and fill in	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=LPxX2kLQD52MrmHWuXaGoRQHq9ZeWmAM
16/05/2016 10:40:07	Good	Education and Skills	Thanks	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=sdNATvmhkqNaTyQATypTj1N0qUHrcQR
16/05/2016 11:31:57	Poor	Waste & Recycling	I cannot get through on the phone or your email form to report a non collection of Domestic refuse bins for the whole of Devonshire Road. This also happened last week Monday 9 May and after emailing you it was collected on Tuesday 10 May. What is happen	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms.html
16/05/2016 11:38:50	Poor	Council and Democracy	I wanted to get a postal vote but your website does not provide that option	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html
16/05/2016 12:00:38	Poor	Waste & Recycling	Missed bin collection for the last two weeks - 8 Holden Rd, N12 8HT	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
16/05/2016 12:35:26	Good	Council and Democracy	Nice to use a web site that gets to the point	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=fNREdKiUdgrGP1tC7TYneoHmN537Li3
16/05/2016 13:57:04	Poor	Council Tax and Benefits	as it is very difficult to get someone on the phone to speak with, the answers on website are limited...	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/appeals/things-you-cant-appeal-against.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
16/05/2016 15:44:59	Poor	Children's Services	Ability to save	Thank you for your feedback - Unfortunatley the way our systmes have been built we are limited so unable to offer a save function	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/7-Referral-details.html?mgnlFormToken=y7zjb53YG3Vly2lq44xOcm30d9XquMP
16/05/2016 15:59:38	Poor	Council Tax and Benefits	Utterly useless as always. No positive phone-in help. Too many options and zero help for what I wanted. I was told to "add an explanation" - there is nowhere to do so. This is NOT service. It is council tax payers abuse. I cant waste any more of my workin	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/change-of-address.html
16/05/2016 23:18:51	Poor	News	As ever Barnet simply does not keep up to speed Numerous attempts on line to inform I am leaving my property and moving abroad, can't do this on line (although it says I can) because it won't accept my address abroad. Even more calls to ask for help, cal	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Apolgies---we-are-curently-experiencing-telephone-problems.html
17/05/2016 08:00:11	Poor	Myaccount and lagan forms	1 The."submit" button- Unclear when clicked on 2 Location pip - difficult to manoeuvre accurately	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61012026161972&lng=-0.22045612335205078&streetid=20038540&location-landmark=5+Woodcote+avenue&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=776
17/05/2016 09:05:01	Poor	Highways	your map function on the website when a user reports a problem doesn't recognise my house, my postcode, the road adjacent etc, so you can't get any further to report a problem	Could you kindly supply more details of this enquiry so it can be investigated and resolved for you.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/street-care-and-cleaning/flytipping-in-barnet.html
17/05/2016 09:21:35	Poor	Search	There are 30,000 entries for looking up a planning application for *** high road London n12 ***	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=736+high+road,London,n12+9qd
17/05/2016 09:29:56	Poor	Council and Democracy	When Barnet Council declines to respond to emails, telephone calls and letters (presumably as a matter of policy) how on earth do you want me to rate you. Your council and the service it provides are utterly disgraceful and disrespectful to residents who	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=0scMYolB6DNVlqHmh nH4xBlhLEJJDzi
03/05/2016 10:22:44	Poor	Council and Democracy	The phone number takes me into and endless labyrinth which doesn't answer my question.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html
17/05/2016 09:55:21	Poor	Council Tax and Benefits	Make sure that all the numbers specified on your web site actually work! Hopefully we will remain in the EU and people will vote for this because I am tired of the lazy individuals that work in the Government that do nothing. You provide a service to the	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
17/05/2016 10:00:21	Poor	Council Tax and Benefits	Phone number to claim support goes dead!!! Britain is cr*p!	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html
17/05/2016 10:05:12	Poor	Council Tax and Benefits	Number goes dead. Update please or remove it. We all know Councils dont like to speak to the public, only to tell them to go to the web site Suggest you review your pages and update	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/Housing-Benefit--make-a-new-claim.html
20/05/2016 22:25:32	Poor	Parks	Hi I was looking to report a incident that happened this afternoon at child hill park my daughter was very bad injured during her sliding the metal cable got broken she injured her back very beady but I will brows till I find to whom should I report this	No response provided, please contact Tim.Hetherington@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584ae9&view=true
21/05/2016 09:11:54	Good	Waste & Recycling	It would be good to go back to weekly Green Bin recycle.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/05/2016 10:18:29	Good	Waste & Recycling	about the pages i used to find out about assistance with green waste disposal	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/email-receipt.html?mgnlFormToken=zZrIV2WohTYrRPu9oKQlJWmuxkzuDwSH
21/05/2016 10:56:24	Poor	Search	I AM TRYING TO FIND OUT WHY I DID A WRONG TURNING IN TILLING ROAD, NOW CAN'T FIND THE PHOTO WHICH WOULD HELP ME TO KNOW WHAT I DID WRONG!!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=AG88424587/LL55ABZ
21/05/2016 11:15:40	Poor	Waste & Recycling	Na	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1351867586.1463824837
21/05/2016 11:29:09	Poor	Adults and Communities	I have a lifeline and my phonenumber has a fault. I have to wait 6-7 days for BT to come and repair it. I explained my lifeline but they said I have to apply to my local council for for special BT fault service for quick repairs. That is what I am doing now	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/support-at-home/alarm-services.html
21/05/2016 18:26:19	Poor	Waste & Recycling	We need to be able know which place takes small electricals without having to check every place having banks and Then going down the list. The referral site says they exist, I've tried five so far , only paper,etc.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852c84ae7c2872584b4c&list=true

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
17/05/2016 12:13:55	Good	Council Tax and Benefits	Once found this page it was easy to follow	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=Fktqpu0GyqXmeowrH3Kj0yXf50F5xdj
17/05/2016 15:15:51	Poor	Myaccount and lagan forms	On ajax avenue ajax court. Nearly end of the street on the left side. There's a single yellow line and parking marks at the same place. There is no small board showing when form to yellow line or parking signs are applicable. I've been paying my parki	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem
09/05/2016 07:07:07	Average	Council and Democracy	Needs to be modern looking	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy-and-elections/the-mayors-pages.html
09/05/2016 08:58:51	Poor	Events	Add times and prices	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/events?view=true&_pecid=8d829969-d550-4845-bfab-eff9345646b0&directoryId=54e3854584ae7c2872585e1a&directoryRecordId=559bf9d84ae45e4036f4bd6
09/05/2016 09:22:02	Poor	Waste & Recycling	I spent a whole year reporting the non-collection of my recycling bin and it was very difficult to speak to somebody to look at the problem. There is no number to talk to somebody to report a problem. You call 020 8359 4600 and they tell you to go to the	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1098698652.1453713911
09/05/2016 10:40:18	Poor	Business	Trying to find a list of the relevant authorities in respect of licensing - still looking !!!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/premises-licences.html
09/05/2016 10:48:47	Good	Myaccount and lagan forms	the pavement leading to Hendon Park Cafe is not wheelchair friendly. The pavement is curved and there is a steep pavement. I had to enter the park pushing the wheelchair in the road	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
09/05/2016 10:56:03	Poor	Myaccount and lagan forms	nor clear at all	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
09/05/2016 11:41:39	Poor	Business	The timings advertised for weekend complaints are incorrect. Apparently you do not open until 1200hs on a Saturday.Also, I made 12 attempts to call and no one answered.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=QG7bzeTRpqrPIB6USluAZxBA67w1tyqt

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
09/05/2016 12:44:56	Poor	Housing and Community	Why waste peoples time with a page about discount market sale properties when there are none and there are not going to be any! It's like a cruel joke.. Here's a page about discount market properties you could have if there were any but there aren't.	We will update this page if/when they become available	https://www.barnet.gov.uk/citizen-home/housing-and-community/low-cost-home-ownership/discount-market-sale.html
09/05/2016 14:56:07	Poor	Waste & Recycling	as I have said before the food recycling are not fox proof causing a mess each week	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=FFBj5pZhuNEDDDOo4wASgUrQYInuVYbV
09/05/2016 15:05:04	Poor	News	C**p	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
09/05/2016 15:16:18	Poor	Search	I need file retrieval for ref N00163Q/04 dated 2004 drawings, decision notice and delegate report	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=file+retrieval+N00163Q/04&resultsPerPage=10&filters['TP_doctype_grp']=pages
09/05/2016 15:16:36	Poor	Planning & Building Control	We typed in the application ref given in the general search, as requested. Nearly 9500 items appeared. We also typed in the address of the property concerned and the search results yielded the same number of possibilities. Totally useless!!	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/drawings-and-plans.html
03/05/2016 11:22:57	Poor	Waste & Recycling	Costings of replacement bins I had to make a phone call as I searched within website and still could not find it	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html
09/05/2016 15:48:02	Average	Council and Democracy	Where is the list of licensing contacts? I need a list of the contact details for responsible authorities but i'm having difficulty searching for the correct addresses as it has not been provided on the website.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
09/05/2016 15:48:51	Poor	Schools Information	add a section where you can download forms not everyone can use pc !!!!	Thank you for your feedback. If you are having trouble filling in and sending your forms you can get help from your local library.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission.html
10/05/2016 13:00:13	Poor	Council and Democracy	Looking for contact information for the communications department.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
10/05/2016 13:16:03	Poor	Myaccount and lagan forms	This the 3 rd time in a week that I have been trying to report a problem in my street. Once I put the location, the web page does not allow me to go to the next page.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
10/05/2016 13:34:29	Good	Homepage	Good informative website	Thank you for your comment	https://www.barnet.gov.uk/citizen-home
10/05/2016 13:38:18	Good	Myaccount and lagan forms	I think the problem is with your mobile site. This page worked perfectly on a desktop, but I have numerous problems (and have given this feedback) with the mobile site.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk&contactTel=0208+359+2608&nextTaxYear=2017/2018&ctaxRegistrationPageLink=/citizen-home/council-tax-and-be
10/05/2016 18:17:10	Poor	Myaccount and lagan forms	Continuous issues with bin collection services. A complete lack of response from the council on these issues. Fly tipping report is also seemingly being ignored. Meanwhile the grass verge is dying and my road looks like a rubbish tip constantly. Disgr	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59198366512637&lng=-0.17501229420304298&streetid=20008740&location-landmark=Start+of+road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
09/05/2016 16:11:59	Poor	Parking	I have just tried to renew my residents parking permit on line and the page simply closed and lost all my documentation when I tried to "upload supporting documents". You know we live at the address stipulated because we pay council tax there. You know	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
09/05/2016 16:16:43	Poor	News	Penny pinching authority! start employing people.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-launches-investigation-into-election-problems.html
09/05/2016 16:22:41	Poor	News	I could not vote - shame on you.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
09/05/2016 16:26:46	Poor	Waste & Recycling	I would like to know how the council will resolve this issue.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1611814113.1462807355
09/05/2016 17:38:17	Poor	News	I AM EXTREMELY DISAPPOINTED AT THE POOR SERVICE GIVEN TO VOTERS. WHO KNOWS WHAT THE OUTCOME OF THE MAYOR ELECTION WOULD HAVE BEEN TO THE OTHER CANDIDATES ADVANTAGE.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
09/05/2016 20:37:33	Poor	Environmental Health & Trading Standards	There's no Tuesday time table for noise nuisance. Where do we call between Monday night to Tuesday to report noise nuisance. This site is ridiculous.	No response provided, please contact jason.Armitage@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-health/noise.html
09/05/2016 21:25:59	Average	Council and Democracy	I was looking for more information on adopt a place e.g. time commitment, insurance, available places but none of these questions was answered.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/pledgebank/adopt-a-place.html
09/05/2016 21:27:09	Poor	Council Tax and Benefits	Why does the council not automatically issue a refund of council tax payments when somebody has paid too much after informing the about a change of liability? A bill was issued so you know I am owed money. Also when phoning to make the request for a refu	No response provided, please contact Kyrie.loizou@barnet.gov.uk ; Maxine.Kirby@barnet.gov.uk ; Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=GDwuSU9nuQArqioQvG2VcrnPbUhlBm1
09/05/2016 22:47:35	Good	Council Tax and Benefits	It is in general easy to use	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html
10/05/2016 00:53:53	Poor	News	Ensuring residents can vote is your most important responsibility, but this statement is a PR-managed line that plays down (and so compounds) the seriousness of your failure.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Updated-Elections-Statement.html
10/05/2016 06:24:48	Poor	Council Tax and Benefits	WHY DO YOU MAKE THINGS SO HARD, JUST WANT TO PAY, THATS ALL.....	No response provided, please contact Kyrie.loizou@barnet.gov.uk ; Maxine.Kirby@barnet.gov.uk ; Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
10/05/2016 06:26:15	Poor	Waste & Recycling	You don't have information for my address. If not you then who?	No response provided, please contact Caroline.Lawson@barnet.gov.uk ; nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
10/05/2016 09:08:07	Poor	Council Tax and Benefits	I can't type in my account reference number	No response provided, please contact Kyrie.loizou@barnet.gov.uk ; Maxine.Kirby@barnet.gov.uk ; Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
10/05/2016 14:03:52	Good	Children's Services	Thank you for making it easy to book courses and making the 12 paediatric first aid course weekends only instead of a weekend and 2 evenings during the week.	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/email-receipt.html?mgnlFormToken=Z4h6wiQic6LtQ2LYR6cm9rQZa2I5S6

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
10/05/2016 14:19:46	Average	Council Tax and Benefits	The phone service is very difficult to use as it brings me over several options and at the end it tells to look on the website. it would be a lot easier to have an operator answering the phone and sorting an issue straight away.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=FyLnoxJFRciFyvwFBjcMkk07FoT30C8h
10/05/2016 16:25:33	Poor	Myaccount and lagan forms	I would like to set up a direct debit over the phone as I do not own a printer. I have called the number provided many times to select various options but none of them have put me through to a live person who is able to set it up for me; there is only an	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request e-mail local.taxation@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
10/05/2016 16:55:11	Poor	Planning & Building Control	I submitted an application to the Street Naming and Numbering department in February and the payment followed suite, but have not received an update. Each time I contact the council, I am put on hold until the line is disconnected. Very disappointed in	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/street-naming-and-numbering.html
10/05/2016 20:41:17	Good	Myaccount and lagan forms	Easy to understand and simple to navigate. Good use of funds.	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200040067
10/05/2016 21:36:45	Poor	Myaccount and lagan forms	Montrose ave Edgware need bump car is go fast nears is church child come so need bump and footmarks need mentions	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
10/05/2016 23:01:28	Poor	Parking	Totteridge CPZ is not listed	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
10/05/2016 23:30:31	Poor	Parking	I have called the office and spoke to a very rude and unhelpful person.I am having to post my application to you.You also started my permit two years ago a week before the enforcement started and once again the site states that the permits start on the 10	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
11/05/2016 09:09:29	Poor	Waste & Recycling	Why does the form keep repeating and does not take 2 minutes to complete as indicated	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=344704083.1462953875
11/05/2016 09:37:03	Average	News	edgware silver service is a great idea. needs to be published more widely to increase take-up. have just spread the word around people who didn't even know (in 2016) that it existed. HOWEVER information should be kept up to date. other sources cost is no	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/edgware-silver-service-scheme-?seniors-dine-for-75-every-tuesday.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
11/05/2016 10:07:41	Average	Myaccount and lagan forms	Not easy to report	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56536949238636&lng=-0.21690153158488099&streetId=20006840&location-landmark=20+caney+mews+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=12
11/05/2016 10:23:52	Poor	Parking	Can't find CPZ times easily for Goders Green	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zone-maps.html
11/05/2016 10:44:39	Poor	Council and Democracy	its s**t I flopped my gcse because of u	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/maps-statistics-and-census-information/document-downloads.html
11/05/2016 11:24:02	Poor	Search	If you search for Child care as two words, you get different search results than if you search for it as one word. How am I supposed to know that you have written it as one word on your page?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=childcare
11/05/2016 12:17:30	Poor	Council Tax and Benefits	And how long will it take to have a reply to the appeal	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/appeals.html
11/05/2016 12:24:16	Poor	Adults and Communities	the information is wrong - there is no Autism team in Barnet	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/Learning-Disabilities-in-Barnet/contacting-the-learning-disabilities-team.html
12/05/2016 07:35:38	Poor	Myaccount and lagan forms	Make user friendly and ensure all links work	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
12/05/2016 07:57:03	Poor	Council and Democracy	There are a lot of broken links on your website.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html
12/05/2016 08:08:02	Poor	Waste & Recycling	Shows me HTTP Error 500	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=933397338.1463036584

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
12/05/2016 08:28:51	Poor	Waste & Recycling	I tried to report missed bin collection kept getting error jargin on script	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection
11/05/2016 14:29:47	Poor	Myaccount and lagan forms	I am unable to put my name into the page to manage my council tax so could not submit page to get to the council tax section. Additionally this came through the activation emailed link and now it appears that I can't log on without asking for another rea	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with logging into or enrolling for My Account then please e-mail first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
11/05/2016 15:05:46	Poor	Council Tax and Benefits	Answers to questions are very lengthy, you can not get through on the phone - you only have an automatic system response	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=Sg8jziY5Pp8yGGSGwpmTUjfi2Tpt9XQF
11/05/2016 15:30:47	Poor	Libraries	The page is un	We are sorry if you could not find the library that you were looking for. Please contact us and we will be appy to assit you further.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library.html
11/05/2016 16:24:36	Poor	Myaccount and lagan forms	i'm trying to see my bill and account balance. where are they?!?!?!?	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
11/05/2016 17:06:14	Good	Libraries	This website is lade out amazingly well and it's very attrative	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c11
11/05/2016 17:11:57	Poor	Parking	The PDFs with the parking zones are terrible. Incomprehensible, load really slowly and don't show what I'm looking for.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
11/05/2016 17:40:28	Poor	Council Tax and Benefits	I need a contact number, email or address. Why is it not in the information !	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
11/05/2016 22:30:20	Poor	Search	I want to see the latest planning details for 36 Greyhound Hill NW4 4JP	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/1083/HSE+36+Greyhound+Hill+NW4JP&resultsPerPage=25&page=4

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
11/05/2016 22:40:03	Poor	Homepage	Unimaginative and dull in design and layout. Not very uplifting or inviting.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
11/05/2016 23:03:23	Poor	Myaccount and lagan forms	I have not got any outstanding council tax to pay and yet I keep receiving litters demanding payments	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
11/05/2016 23:04:07	Poor	Children's Services	Great resource but I had to go through each one to find a group on a specific day. This needs filters (eg days, location, time, age)	Thank you for your feedback. We will look in to adding a filter for days of the week	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853584ae7c28725855ee&list=true
12/05/2016 05:36:41	Poor	Waste & Recycling	Because I inquired bin collection days for my postcode and it said it does not exist.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
12/05/2016 09:10:15	Poor	Homepage	I am trying to find a general phone number so i can speak to someone about a blue badge renewal. The blue badge number is just a load of recorded messages and cannot speak to noone to ask a question.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
03/05/2016 13:10:12	Poor	Myaccount and lagan forms	Questions are not readily viewable. You have to hide the keyboard to read each new question. Clicked on 'describe problem' but would not open Looks like a cheap money saver which doesn't work & causes frustration. Successful from Council view as this resu	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://barnet.gov.uk/citizen-home/report-a-problem.html
12/05/2016 10:28:14	Poor	Council Tax and Benefits	You have sent me a letter saying my council tax account is in credit and to contact you for a refund. I call you and you direct me to your website to fill in a form but I can't find said form on the website... when I click on what seems to be the link for	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
12/05/2016 11:39:12	Poor	Planning & Building Control	The pre-app service does not allow drawings above A3 size, eg does not allow an A2 drawing. The pre-app service does not allow for submission of more than two drawings. There may be other drawings, eg historic or existing which are important	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/email-receipt.html?mgnlFormToken=UsEpnXIPtrO01ghJlxElXLrZgeqFojM
12/05/2016 12:00:09	Good	Schools Information	We really like your response in advance and thank you promptly for your service	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=OLSRVLZzxHLWkQktuYiAdYiK6Y6bhffH

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
12/05/2016 12:10:34	Good	Schools Information	I am very happy it was so easy to use	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=doCq5Ewm6lDAMSJo013xCmzesT4xB1fi
12/05/2016 13:42:17	Poor	Education and Skills	I am looking up information for a parent in Barnet. I will send her this link but do not feel it sets out clearly what a parent can expect.	Thank you for your feedback. We are in a process of continually improving and updating our Local Offer. If you have any suggestions for improvements please send them to the local offer inbox - SENDLocalOffer@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs.html
12/05/2016 14:41:38	Poor	Myaccount and lagan forms	I can not find my account . I want to know where can I find the emails and the my benefit awards	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with logging into or enrolling for My Account then please e-mail first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
12/05/2016 14:54:38	Poor	Council Tax and Benefits	no info other than title	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/corporate-grants.html
12/05/2016 16:01:52	Poor	Council Tax and Benefits	It's says contact us but when you click it has no contact number	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
12/05/2016 16:41:23	Poor	Environmental Health & Trading Standards	No information on costs of the courses No information on home catering services	No response provided, please contact jason.Armitage@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-health/food-safety-and-standards/food-hygiene-rating-scheme.html
12/05/2016 18:05:54	Poor	Parking	Using this service to update my parking permit has proved consistently difficult, and has led to me receiving a ticket.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
12/05/2016 18:29:50	Poor	Myaccount and lagan forms	I have tried to log in and register, and it hasn't worked.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with logging into or enrolling for My Account then please e-mail first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
12/05/2016 20:47:16	Average	Council and Democracy	Is there a page yet for David Longstaffe? Good to have one, showing info. about the incumbent.....	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/the-mayors-pages.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
12/05/2016 22:17:14	Poor	Council and Democracy	The "Suggest a pledge" page says "The Barnet Pledges team will review suggestions and add them to the website.". I can't find any pledges on this web site. A few Internet searches seem to indicate that the original web site where the pledges were publis	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/pledgebank/suggest-a-pledge.html
12/05/2016 22:28:44	Poor	Council and Democracy	The page says "You can use the top row of each spreadsheet to filter comments by date, rating, service, and webpage address.". No you can't -- the format was changed to PDF in April 2015.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards/customer-web-feedback-and-council-responses
12/05/2016 23:51:30	Poor	Parking	Please can someone get back to me about my parking ticket ref AG*****8, I have a valid parking ticket and proof I paid as well as speaking to traffic warden to confirm this. My email address is le****@*****.com	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
13/05/2016 08:02:22	Poor	Myaccount and lagan forms	Cant report a problem using the form !	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62454023385103&lng=-0.2921569347381592&streetid=20005220&location-landmark=23&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1546710195.1463
13/05/2016 10:00:52	Poor	Council and Democracy	Please ensure that messages are saved prior to sessions timing out. How frustrated I felt, when once I had taken the time to carefully put done in writing details of an incident, only to be advised that my message had not been saved and that the session	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=EGicCgWfV9oCAaqHDYBUg4TedxhFRqewC
03/05/2016 14:26:34	Poor	Council Tax and Benefits	None of the options on the phone apply	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html
13/05/2016 10:59:34	Poor	Council Tax and Benefits	never mind - won't make any difference	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html
13/05/2016 11:36:56	Poor	Business	There needs to be a clear link where one can fill out an application form online.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/trading-licences/street-trading-licence.html
13/05/2016 13:08:39	Poor	Parking	no comment...	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
13/05/2016 14:03:43	Poor	Council Tax and Benefits	I have moved out of ** Woodleigh Avenue, London ***** on **rd March 2016 and have been charged with the council tax for the property I lived in by Direct Debit. I called Barnet Council and the phone more than 10 times was disconnected every time!!!! I wa	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/3-Details-of-the-property-you-are-vacating.html?mgnlFormToken=aw4ek5f6gKUd3TbKM8VkozTWUNARieom
13/05/2016 15:08:59	Poor	Council and Democracy	Rubbish bins are not being collected and unable to complain because the automated telephone system doesn't allow to speak to somebody.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
13/05/2016 16:15:29	Poor	Search	I am trying to find the result of a planning application. Putting the planning reference into the "search" box gave me 18,806 results!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Planning+Reference+16/1166/HSE
13/05/2016 16:30:14	Poor	Waste & Recycling	Its cr*p!	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=qECbGCF7RpQbWVBhc0BHJvfizF0obmMK
13/05/2016 17:04:47	Poor	Children's Services	You have childminders listed on there who are not Ofsted registered but who say they are. The info is out of date and misleading to the public	Thank you for letting us know - we have passed on to the relevant team for them to check.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childminders-in-barnet.html
13/05/2016 17:22:03	Good	News	Barnet Council have responded positively. Also for the younger ones like me we can give our feedback online quickly and happy that you want to listen from us. Hats off to you.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/news/Comments-invited-on-independent-elections-investigation.html
13/05/2016 17:44:53	Poor	Parking	looking for an e mail address	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking
13/05/2016 18:22:51	Good	Council and Democracy	Finding it very good	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/privacy.html
13/05/2016 18:26:19	Poor	Parking	The phone number for parking enforcement comes back as 'an incorrect number' There is a van parked diagonally across the pavement opposite my house in Capel Road, blocking the pavement and I wanted to report it.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
13/05/2016 18:43:07	Poor	Myaccount and lagan forms	As explained	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.656022659705606&lng=-0.21066606044769287&streetId=20006460&location-landmark=Opposite+29+Byng+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&clie
13/05/2016 19:31:40	Poor	Business	Can't get phone contacts to work. System needs urgent attention.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html
13/05/2016 19:43:18	Poor	Business	Telephone voice system doesn't work most of the time. It takes dozens of attempts to get the system to recognise words and then it drops the call claiming I'm the one being unresponsive! This is a terrible service! Tonight even the number selections ar	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html
13/05/2016 23:57:43	Poor	Council and Democracy	totally and shockingly out of date	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Area-committee-funding-application.html
14/05/2016 09:11:45	Poor	Registrars	Ggybhufd gubfdf huijhff guhnvd gujbdrg jhhggbkk kopkye gdarhv ssdgv nmiihhf djfkd djkdjnf hdjsh	No response provided, please contact Sanja.potnar@brent.gov.uk;sanja.potnar@brent.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations.html
14/05/2016 09:44:04	Average	Myaccount and lagan forms	where is the green bin	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200050417
14/05/2016 10:22:35	Poor	Libraries	I have come to this library to study for my GCSE's, rather than encouraging me to work, I have been treated like a 6 year old, and been spoken to extremely rudely. A specific librarian, who I believe is called Sue has victimised me time and time again. So	I am sorry that you had such a negative experience in the library. I have initiated an investigation of this incident and we will contact you directly.	https://www.barnet.gov.uk/citizen-home/libraries
14/05/2016 12:05:39	Poor	Council and Democracy	How to contact you if link is not working. Also, why ask person to enter email address and then ask for it again to send confirmation receipt of email (means entering it 4 times)	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=62s4aaQQSymYgQU7h9HtXx33heffuTyF
14/05/2016 12:29:27	Good	Council Tax and Benefits	I go moved to another house and council too unfortunately	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/change-of-address.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
14/05/2016 17:38:20	Poor	Council and Democracy	This so called ?independent? investigation into the election-day fiasco is nothing of the sort.as it is being held by another Capita-run authority. This brings your Council into further ridicule and disrepute.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy-and-elections/election-feedback.html
14/05/2016 20:21:23	Poor	Council Tax and Benefits	I moved on **th April into a new-build house at * Sambroke Square, New Barnet, EN4 *** and I am trying to register as a resident of Barnet in order to be able to pay council tax and to vote in the forthcoming referendum. Each time I try to register onlin	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/3-Details-of-the-property-you-are-moving-into.html?mgnlFormToken=wWpRRunerMugxxeWPBhdsyFW69eEVkSe
15/05/2016 08:19:14	Poor	Myaccount and lagan forms	No option in the drop down menus to report the problem in question.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.653712979878634&lng=-0.19011849537491798&streetId=20006180&location-landmark=Street+lights+not+working&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&
15/05/2016 09:20:03	Poor	Waste & Recycling	Regarding Abbots Depot Site: There is a lot of noise during the day coming from the building site. The HGVs use residential roads, for example, York Way, to service the building site. Local residents are not happy about it. Could you do something about i	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Proposed-Council-Depot--Abbots-Depot-site.html
15/05/2016 10:01:42	Good	Council Tax and Benefits	Very easy to used	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=783290247.1452213436
15/05/2016 10:03:48	Good	Council and Democracy	Having explained my pest infestation problem, somewhat at some length, I was very disappointed to learn that I was 'Timed out'. Not everybody accessing your site is a skilled typist and it took time to proofread what I had written. Granted that you did wa	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=YJJNo2g4DDhi5K2l7Yr96tN6gyWb4hY
15/05/2016 10:32:44	Good	Libraries	It was great and really helpful	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0b
15/05/2016 15:41:51	Poor	Waste & Recycling	Every year I have a problem with the collection of my green waste. If you check you will find that I have sent many emails in the past. Yesterday I could hear the collection vehicle in Bell's Hill near to me. As my bin had not been emptied two weeks ago e	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1048069790.1463322938
15/05/2016 16:04:43	Poor	Search	I am attempting to look at a planning application, the letter sent to me tells me to enter the application number and when I have done so I am informed that there are 9446 results for this reference. Why is the search unable to go directly to the plans I	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/2793/573

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
15/05/2016 18:00:14	Poor	Council Tax and Benefits	The collection process is a flaw. The council's advisers at the court advises you that there is no need to attend the court and then they go and get the order from the magistrates in your absence. This is a malice, unhelpful and vindictive behaviour of th	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/arrears-and-debt-recovery---council-tax.html
15/05/2016 18:30:33	Poor	Environmental Health & Trading Standards	Nothing on this page - I want to find out if my house is in a smoke controlled area	No response provided, please contact jason.Armitage@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html
15/05/2016 21:00:05	Average	Council and Democracy	I think what is required is a more user-friendly site, perhaps one which contains less information with fewer clicks and headlines. Thank you	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet
17/05/2016 15:33:48	Poor	News	This page provides a telephone number for use by people without internet access. A farcical situation as those that don't have internet access cannot read the page to get the telephone number. This is highly discriminatory as the contents of the page have	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-announces-further-details-of-independent-elections-investigation-.html
17/05/2016 15:54:27	Poor	Libraries	The link to register for a library card is missing and can't be found anywhere.	We apologise that the link was not working. This has now been restored and you should be able to register for a library card. We apologise for any inconvenience.	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card.html
17/05/2016 15:57:10	Poor	Council Tax and Benefits	Impossible to get through to a human being promised to come back to me in 5 working days - nothing ages on the telephone to then press a number for more options!!! and I am someone relatively young and used to this service - for an elderly person this is	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html
17/05/2016 17:59:27	Average	Council Tax and Benefits	First I could not find where to claim 25% single persons discount on your Barnet.gov.uk/council-tax site. After the librarian eventually found this page, there was nowhere on the form to claim my discount for the period my spare room was empty to the date	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=vtCbdsli2OOoHtI4MdF0vIKJwuc56v9i
17/05/2016 18:00:27	Poor	Myaccount and lagan forms	Unable to print Recycling Calendar in colour = useless in B & W. Unable to log-in with correct existing details; unable to re-register as eight character password, with one Capital and two numerals 'does not meet spec'!! HELP! (signed - I.T.Support Tech)	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://barnet.gov.uk/citizen-home/register.html
17/05/2016 18:58:52	Poor	News	I believe the council's inquiry should have been further publicised and residents who were not directly affected on this occasion but who have a viewpoint on the maladministration should have the opportunity to contribute.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-announces-further-details-of-independent-elections-investigation-.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
17/05/2016 20:38:03	Poor	News	corruption by barnet council	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-announces-further-details-of-independent-elections-investigation-.html
20/05/2016 20:52:25	Good	Housing and Community	The downloadable register of HMO licencees was easy to locate and to search. Not all boroughs make it so straight forward for the public to check HMOs.	Thank you	https://www.barnet.gov.uk/citizen-home/housing-and-community/private-housing/owner-occupier/reporting-hmos.html
20/05/2016 20:58:46	Poor	Myaccount and lagan forms	The problem is near Barnet House and entrance to Baxendale care home, page would not let me describe problem.it is a hole in the pavement and bollard knocked over about 3 months ago, very dangerous	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://barnet.gov.uk/citizen-home/report-a-problem.html
20/05/2016 21:07:34	Average	Myaccount and lagan forms	could not progress the complaint and not clear how to,proceed	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6289380920754&lng=-0.17584914341568947&streetid=20002680&location-landmark=Barnet+house&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=517923335
21/05/2016 18:34:21	Average	Highways	Dog warden service?	Not a highways department issue	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/street-care-and-cleaning/stray-animals
31/05/2016 11:23:41	Poor	Search	After entering a specific reference have spent ages finding correct result - absolutely useless!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/1990/FUL&resultsPerPage=10&page=4
31/05/2016 11:24:01	Good	Waste & Recycling	I have reported the refuse not being collect on many occasions from my address I suggest that its about time this was corrected	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=2067553676.1464688255
31/05/2016 11:24:41	Poor	Parking	The information is not very clear	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones/how-cpzs-work.html
31/05/2016 11:38:50	Poor	Myaccount and lagan forms	See previous comment	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.608679428266996&lng=-0.27685225009918213&streetid=20017220&location-landmark=Edgware+Road+and+Garratt+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+prob

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
31/05/2016 12:14:45	Poor	Myaccount and lagan forms	Provide more options	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57046817624684&lng=-0.18889188766479492&streetId=20033380&location-landmark=la+Park+Drive+/-+corner+of+North+End+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Rep
23/05/2016 06:50:22	Poor	Council and Democracy	you can contact me on 07*****1 ki*****@*****.com	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
23/05/2016 10:37:43	Poor	Myaccount and lagan forms	a website crashing without an alternative phone number is ridiculous	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60276820151045&lng=-0.19890189170837402&streetId=20010860&location-landmark=36+dollis+park&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=95
23/05/2016 10:42:27	Poor	Homepage	Other local authorities have a better layout. It is easier to find the information at Westminster for example. When I clicked to open the planning page I got an error message from your site	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home.html
23/05/2016 10:56:05	Poor	Myaccount and lagan forms	No category of stench from rubbish left on pavement with rodents (foxes) active at night.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56872765774861&lng=-0.2196192741394043&streetId=20009500&location-landmark=51&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1332846728.1453
23/05/2016 15:07:07	Good	Registrars	Due to the urgency of the passport I require, an answer quicker than five days would be an advantage if possible :-)	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=C48fAyoQ1KmWNkyGzk hFfLSfs6v1eLsz
24/05/2016 10:03:54	Poor	Parking	awful website. totally useless	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
23/05/2016 11:32:07	Poor	Planning & Building Control	If you value trees in the Borough you need to make it easy to find the contact details for your tree officers.	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/tree-management.html
23/05/2016 13:05:15	Poor	Council Tax and Benefits	This page states that I can phone the council tax office and set up a direct debit, this is not true when i phones and got pasted the press this for that etc the message said to download the form - this is not time saving and is incorrect please make it p	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
23/05/2016 13:06:43	Good	Myaccount and lagan forms	How do we have feedback about whether or not our rubbish was collected? Or the timings of the collection etc?	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200125830
23/05/2016 15:58:16	Poor	Highways	020 8359 3399 puts me through to a woman called Gloria, who doesn't deal with memorial benches	2083593335	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/street-care-and-cleaning/street-furniture-and-lighting.html
23/05/2016 17:16:09	Poor	Search	I have lived in grahame park all my adult life and my fear is.... So who do I tell my information that I know about certain dog fouling and drug dealers about... I feel very concrete in my evidence however I just don't know the direction in giving knowle	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=
23/05/2016 17:35:19	Poor	Highways	I was looking for the email adress of Highways, **th Floor Barnet House	highwayscorrespondence@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements.html
23/05/2016 17:43:33	Poor	Schools Information	It's rubbish	Thank you for your feedback. Could you please give us more information so that we can respond to your query more directly?	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/free-school-meals.html
23/05/2016 19:19:45	Poor	Waste & Recycling	Collection policy seems to have arbitrarily changed without any notification to the residents. Communications sent to the council via the website go ignored for months, possibly forever. In sum, the council of Barnet is doing an horrible service when it c	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
23/05/2016 22:04:17	Poor	Council Tax and Benefits	Although the council tax claim discount claim form is generally OK, there is nowhere to enter any supporting information or comment which may be relevant for the council to make it easier to access the claim without having to contact claimant to clarify a	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=9qX6JD80XeuFj9eQvYY6xAvUDafgWQQz
24/05/2016 11:01:38	Average	Council Tax and Benefits	It takes ages for any action taken	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=u8j9VyPOJz1509dg3OrsHsNd2TOcmBLN
25/05/2016 12:29:55	Poor	Council and Democracy	Very poor level of service, no regard for customers.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=j0Mkbr5UtrOfJJTyVZR83rNp16fhHeac

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
25/05/2016 12:31:55	Poor	Environmental Health & Trading Standards	no content	No response provided, please contact jason.Armitage@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html
25/05/2016 12:40:51	Poor	Adults and Communities	Under the Transport Act 2000, people with epilepsy are entitled to a Freedom Pass, if they would be refused a driving license. They do not have to apply for the license, just provide evidence that they have epilepsy. Your form asks for a lot of unnecessa	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/5-Further-Questions.html?mgnlFormToken=0qfjshe1K1FvraOCJgwNUe6EsLguCgh
24/05/2016 12:41:37	Average	Parks	need a contact number not a history	No response provided, please contact Tim.Hetherington@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584ac5
24/05/2016 12:52:18	Poor	Parking	?oooooooooooooooooooo	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking
24/05/2016 13:28:33	Good	Housing and Community	Andrev call me cen I contacted A*****w Mr t*****y t*****t tel 07*****3 the same time as the me I am s*****e m***j leyd sorry piles Contact me order apolment to see you soon as possible thank t*****y t*****t * b*****l roa	Please call 020 8359 5225	https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html
24/05/2016 13:57:30	Poor	Planning & Building Control	link to view planning applications doesn't work	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
24/05/2016 14:04:07	Poor	Council and Democracy	is it true that barnet council is/has stopped, the allowing of the FReedom Pass, to Disable people	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html
24/05/2016 14:44:04	Poor	Council Tax and Benefits	This page provides a phone number that nobody ever answers	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax-support.html
24/05/2016 16:12:21	Poor	Council and Democracy	couldn't easily find a telephone number to call you directly	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
24/05/2016 16:27:44	Poor	Parking	1.No explanation of the meaning of, or procedure for, 'Warning Notice' PCNs. 2."Restricted routes list" gives dates for 'warnings will be sent 13.4.16-11.5.16 and PCNs will be sent from 15.5.16.' But what happens from 12.5.16-14.5.16 ?	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
25/05/2016 12:53:35	Poor	Search	I received a letter from Barnet regarding a proposal to install a 15ft monopole, and to view the application under reference 1*/****/PNT. Your site gave me 9412 results.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/2931/PNT
25/05/2016 13:10:33	Poor	Adults and Communities	Please amend your form to enable people with an automatic entitlement to apply more easily.	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/5-Further-Questions.html?mgnlFormToken=7UvZoD2YExt4N4yShQMdNNLeYNn0WRmj
25/05/2016 13:14:25	Poor	Council Tax and Benefits	changes needed	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=592382675.1464178440
24/05/2016 16:56:15	Good	Myaccount and lagan forms	But why hasn't previous notation been dealt with? This has been there for Nearly a month. Please help!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57107292413918&lng=-0.193558931350708&streetId=20031620&location-landmark=Back+of+Durum+restaurant&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&clie
24/05/2016 18:04:56	Poor	Council and Democracy	I can't download postal vote for EU referendum. I wish there was clear info stating the procedure for postal voting. This would save lot of time.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html
24/05/2016 18:12:32	Poor	Adults and Communities	timed out too soon - mobility issues	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people.html?mgnlFormToken=bl3q8KOpDzsToCfV3rEeOk2lZFC7f1yz
24/05/2016 18:52:57	Good	Planning & Building Control	I like the website - its clear, easy to use and follow. Keep up the good work Barnet council!	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
24/05/2016 19:49:09	Poor	News	response time allowed is inadequate for a reasonable survey. also by only publishing these details of 'independent investigation' on Barnet council website shows no attempt at a real independent investigation, rather a cover-up. why was'nt this published	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-announces-further-details-of-independent-elections-investigation-.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
24/05/2016 23:16:28	Average	News	How the hell do I find out if I'm registered to vote? You haven't contacted me!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Register-to-vote-for-EU-referendum0.html
25/05/2016 08:00:09	Poor	Waste & Recycling	Looking for an email to send complaint and could not find one	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html
25/05/2016 10:12:28	Good	Waste & Recycling	Provide some suggestion how to put the brown food waste bin out to avoid animals knock down and open it. Thank you.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=sKfx92ac4qkx5OX46xFiMmmi7XXJGU96
25/05/2016 14:01:48	Poor	Council Tax and Benefits	Voice message system helps instead of a phone number that goes dead. Why does any service linked to the Government need to be so appalling? I had someone call me for a new housing benefit claim and left me a number to call and all I get is to visit the w	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support
25/05/2016 14:06:15	Poor	Council Tax and Benefits	Voice message system is useless. Make a council tax complain. I choose option 4 and it has nothing to do with claims and only how can I pay and get more money. Improve your services please!!! Dont be lazy just because you wor	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
25/05/2016 14:18:57	Poor	Schools Information	U dismiss my closest school (Thank you for your feedback. Could you please give us more information so that we can respond to your query more directly?	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849d1&list=true
25/05/2016 14:44:09	Average	Waste & Recycling	Wanted to know about garden waste collection It wasn't clear	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html
26/05/2016 10:56:35	Average	Council Tax and Benefits	Discounts for person with dementia . I was sent through a long procedure on th ephor which ended up with my being directed to your website and there I could not fond anything specific to my enquiry. Time consuming and frustrating	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html
25/05/2016 16:14:46	Poor	Myaccount and lagan forms	I thought that flytipping was a problem costing thousands of pounds to the council, if this is so why is your online reporting system no working and no option of reporting it by phone.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6073260026861&lng=-0.177006492733955&streetId=20018840&location-landmark=Finchley+memoral+hospital&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
25/05/2016 16:49:48	Average	Council Tax and Benefits	Took endless tries to access the right online form. Much too complicated.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=RKLyyJluL8OhOvxool9QE3il1yCvudZ3
25/05/2016 17:37:26	Poor	Waste & Recycling	I think I've said it all. All is made in order not to be able to complain.....	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=a7qWOdWanllRlrmN35ZAvx1ycwx9ysb
25/05/2016 19:01:44	Poor	Myaccount and lagan forms	Very difficult website to complete task as keeps saying sorry and not working. Frustrating and makes me think this is intentional. Very inefficient and unprofessional.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with logging into or enrolling for My Account then please e-mail first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
25/05/2016 19:07:59	Poor	Myaccount and lagan forms	Rubbish process to challenge pcn as keeps logging off. What is the matter with you?? Is the intention to make it impossible to complete your task? How unprofessional	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 7446 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/profile.html
25/05/2016 19:40:42	Poor	Myaccount and lagan forms	Schedule completely skewed. You say it's been recycling and general waste on Wednesday for a month niw, and yet general is picked on Saturday, and the recycling hasn't for two weeks	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200118126
25/05/2016 20:19:08	Good	Council and Democracy	great work	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/the-mayors-pages/the-deputy-mayor.html
25/05/2016 20:25:42	Poor	Waste & Recycling	Can't get the correct information as my black bin is picked on Thursday's	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
25/05/2016 22:02:02	Good	Council Tax and Benefits	It was easy and straightforward	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/7-Declaration-Page.html?mgnlFormToken=03nzdOHSpzSNPrqUESgP8GwKxR68hku
26/05/2016 17:18:09	Good	Myaccount and lagan forms	Loved everything very clear and concise.	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200122956

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
26/05/2016 18:34:37	Poor	Myaccount and lagan forms	Wanted to use theory test pro but on log in the option was not there at all.I was not able to find this for a long time until i loggedv out and used Google to find it for me.	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html
26/05/2016 11:13:32	Good	Myaccount and lagan forms	good location amp option for dog fouling identification.	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64689183165041&lng=-0.21608948707580566&streetId=20003280&location-landmark=1+Trinder+road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=19
26/05/2016 13:02:20	Good	Waste & Recycling	The website is clearly making a strenuous effort to deal with all eventualities in a user-friendly way and I am impressed.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=KhZlj89vja4igaQWUrQLRyNpmj79qPY
26/05/2016 13:48:08	Poor	Children's Services	not enough time to fill this page	Thank you for your feedback due to data	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/5-About-the-child.html?mgnlFormToken=iXsRKsXoxkpSVsrmoj5v1UNxzfHU190
26/05/2016 13:56:56	Poor	Environmental Health & Trading Standards	Map of smoke control areas outlined.	No response provided, please contact jason.Armitage@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html
26/05/2016 15:07:47	Poor	Myaccount and lagan forms	I tried to contact Barnet Council to report that a tree, planted in the street last year, had dies and to request that it be replaced. First I tried to speak to someone using the automatic system on the phone. I was put through to someone who did not	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
26/05/2016 16:52:26	Poor	Myaccount and lagan forms	the information is out of date and saying that I am not exist As usual your council services are cr*p	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with logging into or enrolling for My Account then please e-mail first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
27/05/2016 09:01:33	Poor	Adults and Communities	The address is out of date - the team have moved.	No response provided, please contact Doreen.Ryan@barnet.gov.uk ; Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/Learning-Disabilities-in-Barnet/contacting-the-learning-disabilities-team.html
27/05/2016 13:16:12	Poor	Schools Information	CAN'T FIND MY ADDRESS * I*****r c***e, edgware	Thank you for your feedback. There is also an option to enter your address manually.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=KctrTxYxigfnLfsBPzUuMbuRKHLTUIIn

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
27/05/2016 13:16:48	Poor	Council Tax and Benefits	i can't find the section on refunding credits on council tax	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
27/05/2016 10:41:59	Poor	Council Tax and Benefits	You offer a phone line for help with Council Tax queries and there's no-one to talk to. Just a robotic voice which offers option after option, none of which apply. Very frustrating.	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-exemptions.html
27/05/2016 12:20:49	Good	News	Excellent information and good communication. Well done	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/news/Underhill-Ward-by-election-result.html
27/05/2016 18:05:42	Poor	Waste & Recycling	Received an automated email with my reference and details but it has an address of * F*****n G*****s related to an old request. I live at * Wa*****k Av***e. I was at	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1918856997.1464368081
27/05/2016 19:14:01	Poor	Schools Information	i want to transfer my children to the nearest schools to my house , the form asks me the new schools post cods which i dont know .	Thank you for your feedback. The post code for the new school is optional, and not needed to complete the form.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/14-School-Preferences---Preference-2.html?mgnlFormToken=DVnsoBZFzMcT0wuUchkVQzEYPcYV81wP
27/05/2016 19:40:34	Poor	Schools Information	there is no option for second and third child in the in year applicatin form.	Thank you for your feedback. As long as the child has one sibling currently attending the school the sibling criteria will be active, therefore we do not need to know about any additional siblings that also attend the school.	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/14-School-Preferences---Preference-2.html?mgnlFormToken=DVnsoBZFzMcT0wuUchkVQzEYPcYV81wP
28/05/2016 07:00:44	Good	Business	The website has work so far, let's see the response we get from it.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=O1XF85sT31UGEFUrJsJwmpzC4NmVcj56
28/05/2016 08:53:03	Poor	Myaccount and lagan forms	Reported fly tipping 2 weeks ago, twice. First time report got logged as complete but fly tipping had not been removed. Second time no response whatsoever!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60964012772448&lng=-0.16132414340972898&streetId=20041370&location-landmark=Roundabout+at+junction+with+Fallow+field+s+Drive&tracker-id=UA-60148629-1&dimension-name=dimension1&form-ti
28/05/2016 09:26:31	Average	Waste & Recycling	Green bin collection service.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=192568116.1463902989

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
28/05/2016 10:10:34	Good	Libraries	The problems with online computer support for Libraries has been going on for far too long. It is getting on for a year now that I have not been able to renew or search the online catalogue for titles.	I am sorry that you have been experiencing difficulties with our online catalogue and renewals. We suffered an IT failure in March of this year and the system was unavailable as a consequence for a couple of months. However, the system was working prior	https://barnet.gov.uk/citizen-home/libraries/ebooks-and-audiobooks.html
28/05/2016 10:50:42	Poor	Waste & Recycling	How to request green bin be returned to council	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=NkAirfmsUBbsMH9YObS05qaEu0xrG2o
29/05/2016 18:23:21	Poor	Myaccount and lagan forms	No replies to my emails regarding paying my council tax.	Thank you for raising this issue with us. If you would like to follow up on your request please call 0208 359 2608 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
29/05/2016 19:35:25	Average	Waste & Recycling	Why is there a next button at the end, not sure if the questionnaire is complete	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1222575969.1464546524
29/05/2016 20:59:30	Poor	Parking	I do not agree with the way in which Barnet makes money from motorists. I do not believe the reason for decisions are true. it has been proved Barnet treat motorists as a revenue source and cannot be trusted	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/why-barnet-needs-driving-penalties.html
29/05/2016 22:49:18	Good	Council and Democracy	hood internet	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=V81CDxMHmMA8y13kPG9ndy7XVvDslgQl
28/05/2016 18:22:38	Poor	Parking	ED CPZ when are match days?	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
28/05/2016 19:56:11	Average	Waste & Recycling	.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection
28/05/2016 23:34:38	Average	Waste & Recycling	You need a box for additional information. Also the whole tone of the page is that we have done something wrong this needs to be addressed as even though I am sure it is correct most of the time is not correct all of the time.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=1759524162.1446364853

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
29/05/2016 05:15:25	Poor	Registrars	I'm trying to complete my Personal Details on your form. Despite entering a) my cellphone number b) our NZ phone number (useless in the circumstances because we will be travelling) c) our B&B in Putney, London phone number. With or without the area code y	No response provided, please contact Sanja.potnar@brent.gov.uk;sanja.potnar@brent.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/2-Personal-Details.html?mgnlFormToken=204iEQM7sUIMFV4571HihHtnMeoTTPLM
29/05/2016 07:27:34	Poor	Parking	The need to upload documents to obtain a parking permit is discriminatory against the older generation who find such tasks difficult. An alternative option (e.g. sending copies by post) should be available and this should be clearly offered on your website	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
29/05/2016 07:47:57	Poor	Waste & Recycling	Recycling not collected Saturday mornings 40% of times	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=517923335.1381503287
29/05/2016 08:59:57	Average	Council Tax and Benefits	I would simply like it to be easier to view and manage my Council tax account online.	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
29/05/2016 11:28:00	Good	Registrars	The Staffs are very helpful and very happy to answer any questions you ask for. GREAT	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=XDp0JzjsyHQwaYymCRo0IJePJwIOCeG
29/05/2016 14:54:22	Good	Parks	It is a good decision to help the young grow	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/sports-clubs-and-facilities/sport-events/SHAPE.html
30/05/2016 08:37:24	Poor	Waste & Recycling	OPTION BOXES NOT ALIGNED. NOT OBVIOUS OF THE PROCEDURE TO COMPLETE FORM. VERY POOR DESIGN AND USERBILITY	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=75523775.1451221888
30/05/2016 12:43:27	Good	Children's Services	amazing	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Child-performances-licence-application---Applicant/1-Data-Protection.html?mgnlFormToken=6eUC2ctnrovnZBBdxXLHlyOwwmTUDEXc
30/05/2016 13:18:40	Good	Libraries	This website is really good.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
30/05/2016 15:39:41	Average	Waste & Recycling	Page kept disappearing or refreshing whilst completing	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a non-collection&client-id=940602165.1348512543
30/05/2016 16:00:59	Poor	Council and Democracy	The Management Structure Chart is well out of date	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/barnet-council-management-structure.html
30/05/2016 16:38:24	Average	Waste & Recycling	Please mention how are payments are paid for additional green/black bins, after completing the form.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=JlJOS5DRDb8BnZVjcSGPp2ZKiTtaJW
30/05/2016 17:33:26	Poor	Waste & Recycling	Unable to find out which day of the week my recycling is collected. Pretty sure they do not come weekly.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html
30/05/2016 18:01:20	Poor	Myaccount and lagan forms	Rectify the page so the problem can be reported.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
30/05/2016 23:27:35	Poor	Myaccount and lagan forms	When you click on the bubble, the information should be displayed in a table, or some other easy to digest method...	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
31/05/2016 13:02:48	Poor	Council Tax and Benefits	I feel like I live in a third world country. Why is it that your service is so poor? Why don't you care? Are you lazy because you get paid by the Government no matter what? All phone numbers for a claim are for payment only. The web site is dreadful and	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/Housing-Benefit--make-a-new-claim.html
31/05/2016 13:06:48	Poor	Council Tax and Benefits	It would be easier to speak to someone as apposed to doing everything on line.	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=Iswh3Nlmv8L1LzxBE1806mQZa5076b0j
31/05/2016 13:21:57	Poor	Myaccount and lagan forms	Saying password does not reach requirements when trying to register. Using an 8 letter word with 2 numbers and the first letter is a CAP the rest lowercase. Sort it out!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with logging into or enrolling for My Account then please e-mail first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
31/05/2016 14:43:20	Good	Waste & Recycling	Please could you resolve the reported problem as soon as possible. Thanks.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
31/05/2016 14:55:16	Good	Children's Services	I think maybe longer than the permitted time may be useful	Thank you for your feedback. Due to security reasons and to keep the inputted data safe there needs to be a time limit on the form.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=jpmLYmCnXYe6iUh5nkV7PX5CP4cBCrau
31/05/2016 17:41:31	Good	Waste & Recycling	NO COMMENTS	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=SEZKb2qBYJRMtILcuhsa uX6BW9v4b9j2
31/05/2016 18:10:18	Poor	Adults and Communities	There should be more options regarding anti social behaviour, it didn't say how they would tackle this issue.	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=QF4jvvx2G9y4k9ePvgu wiFakbi3ta4ua
31/05/2016 19:41:37	Poor	Council Tax and Benefits	not sure if filled in correctly , moving from my mothers house	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=sdOFx6qjeM1044EqbKo PRkdizog0X1bd
31/05/2016 19:43:51	Good	Housing and Community	PDF forms should be available to download	Thank you	https://www.barnet.gov.uk/citizen-home/housing-and-community/private-housing/owner-occupier/empty-properties.html
31/05/2016 21:35:21	Good	Waste & Recycling	Postcode lookup, didn't work with NW 7 1EA. Space between W 7. Phone number, didn't work for +44.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=pbrHxfjNWM9n8bu3gBWYyKIWBs8r3AhB
31/05/2016 22:31:24	Good	Council Tax and Benefits	I quickly found the page I was looking for, it was well laid out and the directions were written in clear English. I had the chance to review what I had written before I submitted the page.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=3M6W1KUoMbpwjYGP PbxVsGZCnTV8MPO
31/05/2016 22:36:28	Poor	Waste & Recycling	Incomplete information: It just tells me the next time that the green bin will be collected. But I also want to know when was the previous, and will be the next collection of my general and recycled bins.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html