

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
02-Jan-16	Poor	Waste & Recycling	No acknowledgement of complaint	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
02-Jan-16	Poor	Council Tax	I was looking for info on moving house out of Council...a tonne of info on how to move in and pay but no info on how to move out and get refunded	Thank you for your comment, please use the moving out form on our website to terminate your council tax account: https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out.html . Once this is received we will issue a fin	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in.html
02-Jan-16	Poor	Council Tax	Tried to fill out the online form for moving out in relation to council tax. It would not accept my forwarding address and phone number as they were for a different country.	Thank you for bringing this to our attention, this will be updated shortly. If you wish to contact us to discuss your move, please call us on 020 8359 2608 or email us: local.taxation@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=Pkh0YHxbShGmddzS8hfMAlzoM6RCLF
02-Jan-16	Good	Libraries	I LOVE BOOKS	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times
02-Jan-16	Good	Libraries	Excellent and timely info	thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
02-Jan-16	Good	Self Serve	This is great help.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200109304
02-Jan-16	Poor	RE (Regional Enterprise)	Make sure your pages are up to date.	comment noted , Thank you, we aim to keep all our pages updated regularly.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59265827894261&lng=-0.23369550704956057&streetId=20019680&location-landmark=junction-of-Greyhound+Hill+and+Watford+Way
02-Jan-16	Poor	Directory Record	The link to this par promised car park information. No information on the mobile site	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pevid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=55cb1c0a84aecdd1013e2539e&directoryRecordId=561c0e1384ae750ba8f2cca8
02-Jan-16	Good	Website Policy	Allow multiple selections on the previous question	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html
02-Jan-16	Poor	Assisted Travel	It should be made a requirement that grammatically correct and properly punctuated English be used in all official documents in order to assist the promotion of the language being properly spoken. It is wholly inappropriate to require that people emigrate!	We are sorry you experienced this issue. Thank you for bringing it to our attention.	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html
03-Jan-16	Poor	Waste & Recycling	Fly tipping- you state that you will deal with it within one day on your website but this is not the case - I reported a fly tipping issue and nothing was ever done by the Council. It is a waste of time reporting anything to you.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Report-a-problem-service-commitments
03-Jan-16	Poor	Search	Crap site	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Pitch
03-Jan-16	Poor	Waste & Recycling	View your collection calendar not on screen	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
03-Jan-16	Poor	Self Serve	Only shows one collection type (ie the next one) not all four.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200076986
03-Jan-16	Poor	Adult Services	the phone number quoted takes me to a dreadful voice automated system. has anyone in the council ever tried to call themselves? Total utter rubbish service!!!!!!	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=b72XFaSdodN9mDjuLHmL7ND8FwqEzlx
03-Jan-16	Poor	Car Parking / Permits	I'm trying to find a list of forthcoming Saracens events days at Cophall Stadium for 2016. We were not supplied with this when given our last lot of parking permits. Our son came to visit us on 2nd January 2016 and was caught out with a fine, because we	No response provided, please contact Geraldine.Edwards@barnet.gov.uk ; parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
03-Jan-16	Poor	Registrars	The steps required when getting married. Ended up getting the information from a different councils website.	No response provided, please contact sanja.potnar@brent.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality.html
03-Jan-16	Poor	Public Health	I wanted to know about the Nordic Walking but the link did not bring the item up	I apologise that you were not able to find the information that you were looking for and thank you for bringing the issue to our attention. Please find a link to the Love to Move programme, which Nordic Walking is part of. http://www.saracens.com/foundati	https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet/physical-activity/over-55s.html
04-Jan-16	Poor	RE (Regional Enterprise)	I reported a problem	can you provide more information please so this can be investigated and resolved.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
04-Jan-16	Poor	Council Information	Whenever I search for something I get documents when all I want is contact details. I'm trying to find the general contact number for your environmental health team.	No response provided, please contact	https://barnet.gov.uk/citizen-home/council-and-democracy/General-information0.html
04-Jan-16	Poor	Waste & Recycling	Don't find the fact that you have no information about why bin wasn't emptied is particularly helpful Something of a waste of effort to report it, if that's the response Now neither you or I know the reason Might be more of a service if you at least said	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
04-Jan-16	Poor	Directory Record	contact details to book use of facilities	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pevid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584ad5
04-Jan-16	Poor	ES General Enquiry	getting through to council is like climbing mount Everest " Achievable if you have great stamina and endurance, backed by lots of free minutes on your mobile, since you will definitely need it". The statement above is not entirely through, since if you c	We apologise if you experienced a poor phone service. We monitor call waiting times and this will be reviewed with the service.	https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/water.html
04-Jan-16	Poor	Self Serve	I want to stop payments as I am moving out of the Borough. There is NO EASY WAY TO DO THIS and I refuse to wait 20mins on the telephone to deal with this simple issue. The website only deals with moves within or into the Borough	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
04-Jan-16	Average	News	the link the customer has to press need to leads him to the same name in the next page otherwih it is unclear.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/news/conversation-ca?offers-enjoyable-english-lessons.html
04-Jan-16	Poor	RE (Regional Enterprise)	I want to know when work is scheduled to replace broken and uneven paving between Woodside Park tube station and Laurel View. Have tried using the website for enquires to no avail. Am a fed up and cross pensioner long-term Barnet resident!!	comment noted and all issues to be logged and investigated	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks-2014-2015.html

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04-Jan-16	Good	Council Tax	I find your website very easy as I have been using it a lot recently.	Thank you	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-general-enquiry/email-receipt.html?mgnlFormToken=2AS0mHW59QajUB0dH0gNuOgWtUoqUyIb
04-Jan-16	Good	Waste & Recycling	I am absolutely appauled with Barnet Council's parking site. I contested a PCN. I now have no response after three weeks, no proof that I sent it because of the way the site is set, and no way of contacting the relevant office because there are no phone	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
04-Jan-16	Poor	RE (Regional Enterprise)	The 'Describe The Problem' didn't work after entering the initial information requested. Several attempts made, including reloading the page.	comment noted and to be investigated by web team	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
04-Jan-16	Average	Waste & Recycling	I put in the correct date when my bin was last emptied / damaged and the website would not accept the date. One of us was right.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=Nuzmv79xwO7EpcXQWI2hltLUZgGIDZ
04-Jan-16	Poor	Children's Services	PLEASE UPDATE!!!	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html
04-Jan-16	Poor	Planning & Building Control	very difficult to find what you are looking for	No response provided, please contact Bill.Murphy@capita.co.uk;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/commenting-on-planning-applications.html
04-Jan-16	Poor	Car Parking / Permits	Resident parking renewal. My address is not recognised. Problem remains resolved inspite of my several contacts with department	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/resident-permits.html
04-Jan-16	Good	Waste & Recycling	my brown recycling bin blew away & was damaged. the process to order a new one online, was easy to find & simple to complete	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=NgmOgKpOqW22ZlyUzErsDskqGVq6aQPQ
04-Jan-16	Poor	Council Information	There seems to be nobody in the Council Offices today, having tried to telephone several times. Today is not a bank holiday, and rubbish collections are being made, but not ours! The telephone line directs everyone to the website. How dare you assume ever	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards.html
04-Jan-16	Poor	Self Serve	My postcode rejected - address not printed correctly on your web page!,,. Despite phoning and going through this several times	We are sorry for the inconvenience caused. Thank you for your feedback. Please provide us with more specific detail so that we may look into this issue.	https://www.barnet.gov.uk/citizen-home/profile.html
04-Jan-16	Poor	Self Serve	There is no indication of what zones my permit covers	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
04-Jan-16	Good	Education	Easy to find what I was looking for. Very simple yet informative.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/in-year-school-admissions.html
04-Jan-16	Average	Registrars	I want the correct address and phone number not to a call centre up north	No response provided, please contact sanja.potnar@brent.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html
04-Jan-16	Poor	Adult Services	I wanted to know about what housing there is and where for young people 20 years old who need 24 hour care and supervision due to being vulnerable because of learning disabilities and unable to cook for themselves or go out unaccompanied. This page told	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/supported-housing-choices
04-Jan-16	Poor	Planning & Building Control	this was added years ago and the policies have moved on since then. as a local resident I was wanting to see the up to date policies that affect my area.	No response provided, please contact Bill.Murphy@capita.co.uk;Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/colindale-aap/colindale-area-action-plan.html
05-Jan-16	Good	RE (Regional Enterprise)	Today the links worked well and had been recovered from the twitching webpage I experienced during the vacation. Hopefully the work can be done as quickly!	comment noted , Thank you	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61460224340169&lng=-0.21526336669921875&streetId=20036680&location-landmark=Between+partingdal+Lane+and+Engel+Park
05-Jan-16	Poor	Planning & Building Control	The next button on the prior notification of larger householder extensions either does not work at all or takes so long to load the next page it times out.	No response provided, please contact Bill.Murphy@capita.co.uk;Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/7-Attached-information.html?mgnlFormToken=I9hOTJrqXTIiyP68Y2dKRPWvAeoMP6J
05-Jan-16	Good	Education	It's good because if you didn't understand they direct you and provide you option to choose from especial there is a time frame well done	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=qvZpPKZos47d8kHtQmJcCa3gPjJlUoQ
05-Jan-16	Poor	Council Information	Would like some information on a mutual exchange have a three bedroom disabled property would like a two bedroom house with garden this property also has a front and back garden access to parking.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
05-Jan-16	Poor	RE (Regional Enterprise)	Crash / bug	comment noted, can you please advise us as to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
05-Jan-16	Poor	Car Parking / Permits	Rubbish	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
05-Jan-16	Good	Waste & Recycling	Very easy to go through the steps and completed it in about 2 minutes	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=i97kzIFKVsicaGixIKJ9S2NdC2FwqCDx
05-Jan-16	Poor	Self Serve	Unfortunately the Council Tax sub-menu does not work and does not display the payment options therefore I am not able to pay the current council tax. Please kindly restore the page. Many thanks!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
05-Jan-16	Poor	Self Serve	I called the number to set up a direct debit and went through all the options until I got a recorded message directing me back to this website to print off the form. You should make it clear that you can't set up a direct debit via phone and calling to do	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html

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05-Jan-16	Poor	RE (Regional Enterprise)	Barnet Homes are not dealing with the huge rat problems at Woodburn close bin area. Why are we paying rates for the blocks? This problem has been going on for 10 years. The rats are now inside the bins. Many people are scared to put rubbish out. The rats	This comment will be referred to our colleagues at Barnet Homes	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
05-Jan-16	Poor	News	Although invited to enter my postcode I am unable to find the date of my next green bin collection	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/news/christmas-waste-and-recycling-collection-dates-announced.html
05-Jan-16	Poor	Council Information	My repeated request to th council to amend my contact details on its website have still not been acted upon, even after many months	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=JvH59n0ou6cUCE04oz754Rl1Hxpk2up
05-Jan-16	Poor	Registrars	whetstone Barnet registry office address.	No response provided, please contact sanja.potnar@brent.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars
05-Jan-16	Poor	Adult Services	Why is the email for duty desk not included in this page?	No response provided, please contact 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
05-Jan-16	Poor	Waste & Recycling	The Council does not answer any queries or complaints directly. It provides a website, annoying forms to fill in, and no human contact whatsoever. Why do you bother having a phone number, when there is nobody there to talk to, just a machine? It's not jus	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
05-Jan-16	Poor	Children's Services	I'm looking for the 2016 timetables.	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html
05-Jan-16	Poor	Council Tax	I have been calling the number 020 8359 2608 to speak to an adviser and it is impossible to speak to an adviser as all the options takes you back to some instructions on-line and then hang up on you. It is frustrating to be referred to the website all t	THIS IS FOR CUSTOMER SERVICES	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
05-Jan-16	Poor	Waste & Recycling	No way of typing in our address	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
06-Jan-16	Good	RE (Regional Enterprise)	You need to set up a page for just reporting pot holes	Our newly introduced report It function ensure that all potholes reported to us via REPORTIT are repaired within 48hours	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
06-Jan-16	Poor	Car Parking / Permits	I am trying to find Blue Badge parking! impossible - the information doesn't seem to be on your site . if it is, it is not in the obvious places to look e.g. Parking or Disabled ! very poor	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
06-Jan-16	Poor	Parks	When I was trying to type in the "hire period from and to" I was focusing on dates, wrote them in 3 different ways and it still didn't work. The frustrating thing was it just told me that it didn't work rather than stating why it didn't work and didn't of	No response provided, please contact Tim.Hetherington@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application/2-Event-Details.html?mgnlFormToken=IQarj9rA8LUuBd3uJnRmOADHP2KdZpl
06-Jan-16	Poor	Self Serve	There is no date for me general waste collection!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200140357
06-Jan-16	Good	Council Information	I appreciate the web site in general. In particular the space to put in particular points where the general boxes do not always accurately cover local circumstances/	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=5MaVECGnNAHigk0o8jzmpkh7GADnk7
06-Jan-16	Poor	Assisted Travel	Dear LBB I have still not received your letter on how to renew my older person's Freedom Pass yet the Freedom Pass website says I have to wait for it before renewing - and there is no link for renewing. Last year on the website I saw that passes expiring	We are sorry you experienced this issue. Thank you for bringing it to our attention. Please call 0208 359 4131 & press option two and then option 1 to speak to an advisor regarding this.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries
06-Jan-16	Poor	Council Tax	I wanted to speak to a human being about my Council Tax BILL. No contact number which allows me to speak to a human being. Been trying for week's to contact someone, all I seem to do is press numbers and listen to a recorded voice. NOT GOOD SERVICE. UN	THIS IS FOR CUSTOMER SERVICES	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html
06-Jan-16	Poor	Waste & Recycling	It took far to long to find out when my green recycling re-starts after the Christmas period. A leaflet left on the bins before Christmas states that the green collections start on the 9 January 2016. After a long and complicated search on the website ha	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste
06-Jan-16	Poor	Adult Services	the phone number quoted takes me to a dreadful voice automated system. has anyone in the council ever tried to call themselves? Total utter rubbish service!!!!!!	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/supported-housing-choices/care-homes.html
06-Jan-16	Poor	Directory Record	number for children in care team is wrong - goes through to the performance team	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pevid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c2872585890&view=true
06-Jan-16	Poor	Directory Record	H Yves grubby ybyybybbr hobby bushy guru juju Yuri why ugly ining	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pevid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c287258462&directoryRecordId=54e3852c84ae7c2872584acd
06-Jan-16	Poor	Libraries	Failed to process the EForm action, please contact your System Administrator - this happened when I tried to apply for a simple E-Membership of the Library. Nothing to do with my own system nor my input. Also, a great problem with having to re-apply and	Thank you for bringing this to our attention and we are very sorry that you were unable to complete your application. We have raised this fault with our IT services. Please contact your local library and we will be happy to progress your membership appli	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html
06-Jan-16	Poor	Car Parking / Permits	Very confusing - what exactly is the address to appeal to for a parking fine? There's two shown. And can this be done by email or not? Is an email considered 'writing' to the council???	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
06-Jan-16	Poor	Waste & Recycling	no records on bin collection dates for address in n2 9DU	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
06-Jan-16	Poor	Waste & Recycling	You state collections are for black bins or grey sacks but the bin men never take anything additional to the bin itself. That's why people fly tip as the jobs worth bin men don't do their job. Disgusting service	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
07-Jan-16	Poor	Car Parking / Permits	Im still waiting on a reply from a email which I sent in September and then again in October 2015	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
07-Jan-16	Poor	Search	Contact no	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=contact+no
07-Jan-16	Good	Waste & Recycling	It would be good if the page reflects about bank holiday availability as well.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
07-Jan-16	Poor	Council Tax	I have tried to ring and talk to someone on 0208 3592111 but the answering service wont let you talk to anyone G*** W*** on 07448575829 I desperatly need to make an appointment.	THIS IS FOR CUSTOMER SERVICES	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/advice-surgeries-and-first-contact-points.html
07-Jan-16	Poor	Search	A LOAD OF S**T HARD TO UNDERSTAND	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=How+to+get+to+Barnet+council
07-Jan-16	Poor	Search	I have finally found my neighbour's planing application reference 15/07928/HSE. I originally complained that the Search function was not working. This was because I was using the big Search window at the top of the page you recommended. I now realise that	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=07928
07-Jan-16	Poor	Adult Services	Need form for blue badge	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms.html
07-Jan-16	Poor	RE (Regional Enterprise)	The Grove, Finchley Central N3 is badly flooded. This is because the road drains are very infrequently swept and are also blocked with builders liquid/leaves. The Grove is very busy and cars are queuing. Pavements cannot be used by pedestrians due	comment noted and this will be logged and investigated via our correspondence team	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
07-Jan-16	Poor	Council Tax	I want to speak to a human and it's impossible!!!!	THIS IS FOR CUSTOMER SERVICES	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html
07-Jan-16	Poor	Homepage	I could not see any button/link for applying for jobs at the council. That was what I was looking for. Many organisations show this on the home page or index.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home
07-Jan-16	Average	Self Serve	I entered this site to report the disappearance of my food waste bin that is usually emptied every Friday. I have been away and when I returned the bin was no longer there. I have found it extremely confusing, difficult and unhelpful using the website -	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/profile.html?token=539d7baf-b98a-405d-9f82-4ea0ec9f94ba
07-Jan-16	Poor	RE (Regional Enterprise)	The system doesn't allow the problem to be listed. Quite hopeless.	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
07-Jan-16	Poor	Self Serve	I am still waiting for the activation link	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can request for an activation link by selecting 'Register' on the top right hand corner of the B	https://www.barnet.gov.uk/citizen-home/register.html
07-Jan-16	Poor	Children's Services	No info on 2016 timetables	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html
07-Jan-16	Average	Children's Services	The website and information is good although if you could set it out and explain it more clearly it would be much better. For example, list some of the non party politics subjects that young students to do and explain how it will all work. Conjointly, thi	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy/uk-youth-parliament.html
07-Jan-16	Poor	Search	I received a letter from you asking for comments about a neighbour's proposal and telling me that the "easiest way" for me to look at the application was to go to your website and enter the application reference number, namely 15/07928/HSE. This found ove	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=07928
07-Jan-16	Poor	Car Parking / Permits	I was told by an adviser that a carers permit cannot be renewed online despite being told previously that it could and contrary to the information on the website	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits-carers.html
07-Jan-16	Average	Waste & Recycling	a comments box	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=XC3OITRAANSUdMRNpzLD1D2VJK0Dwnh
07-Jan-16	Poor	Self Serve	Since I have an account number with you it really shouldn't be so difficult to get online access.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
07-Jan-16	Poor	Website Policy	Can not find next step to complete register.Can not find way to report dangerous tree.The website seems designed to prevent any communication rather than enable it .It is an appalling and frustrating website.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html
07-Jan-16	Good	Council Tax	Online live chat ?	Thank you for your feedback, this will help with future enhancements	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
07-Jan-16	Poor	RE (Regional Enterprise)	There is no form to 'describe the problem'	noted and to be investigated	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
08-Jan-16	Poor	Directory Record	please update the time table for children centres.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849b3&directoryRecordId=54e3852a84ae7c28725849ba
08-Jan-16	Poor	RE (Regional Enterprise)	I want to talk to someone - not use an automated form that doesn't even work Dreadful service as always from Barnet Council	comment noted , please use our telephone numbers as our agents are always happy to listen to all of our customers comments and feedback	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
08-Jan-16	Poor	Self Serve	The overall page was good but as I mentioned previously I couldn't when I went to print it the colours for the appropriate dates didn't print out. Yes, the Headings did print in blue but not anything to do with the calendar. I checked that my printer	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200055628
08-Jan-16	Poor	Homepage	Where is the planning information?	No response provided, please contact	https://www.barnet.gov.uk/citizen-home.html
08-Jan-16	Poor	Public Heath	if you have a link to a page at least put some content on it	I apologise that you were directed to a blank page and thank you for bringing it to our attention. This page has now been removed. We are currently in the process of updating our public health pages to avoid such problems.	https://www.barnet.gov.uk/citizen-home/public-health/forms.html
08-Jan-16	Poor	Waste & Recycling	No info!!	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
08-Jan-16	Poor	Self Serve	This My Account never works - I tried to register my council tax reference number and it kept saying not recognised (when it is the correct one). Now I am trying again and everytime I click 'submit' the page just refreshes...nothing happens.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
08-Jan-16	Poor	RE (Regional Enterprise)	Cannot report a problem - page not working to describe the problem	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61625911499447&lng=0.1504451036453247&streetid=20023620&location-landmark=39
08-Jan-16	Good	Waste & Recycling	Really helpful to have an actual date to be able to check a collection, rather than 'usual collection date'. It is difficult to keep track of usual dates over a holiday period. This site is very easy to get to this information quickly. Last year all I	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
08-Jan-16	Good	Waste & Recycling	The young lady that I spoke to was so helpful and this was at 4.55pm on a Friday	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html
08-Jan-16	Poor	Waste & Recycling	What day date is green bin collection	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html
08-Jan-16	Good	RE (Regional Enterprise)	Easy to report things that need attention	Comment noted and we welcome all your feedback	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.587101770184326&lng=0.22653508160146885&streetid=20004400&location-landmark=All+down+the+road
08-Jan-16	Good	Waste & Recycling	Calendar would be good if it went straight into outlook	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates/christmas-waste-and-recycling-in-barnet.html
08-Jan-16	Poor	Council Information	why can I not provide personal details - so you do not have to respond -this is pathetic I	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/barnet-works.html
08-Jan-16	Poor	Self Serve	Single person council tax reduction not applied.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
08-Jan-16	Poor	RE (Regional Enterprise)	I cannot understand why this problem has not been resolved, as I reported it weeks ago.	can you provide more information please so this can be investigated and resolved.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65063433314054&lng=0.17894089221954346&streetid=20034440&location-landmark=7a,+plantagenet+road
08-Jan-16	Poor	Self Serve	I was issued a parking ticket as my residents permit had expired. I have been trying to renew my permit on line but my address does not appear on the drop down and despite contacting the call centre, no update has been made. Further, I have tried to appea	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/my-account/parking.html?oldPersonsFreedomPassLink=/citizen-home/adult-social-care/advice-and-support/transport-options/freedom-pass-for-older-and-disabled-people.html&disabledFreedomPassLink=/citizen-home/adult-socia
09-Jan-16	Poor	Council Tax	Why not make the appointment booking process online so that it can be done out of office hours?	THIS IS FOR CUSTOMER SERVICES	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
09-Jan-16	Good	Self Serve	Quick & easy access to information about collections after the break in service & ready for 2016..... Thank you. M. B*** @ 59 M*****k n20	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200083717
09-Jan-16	Poor	Directory Record	was directed here from the gov.uk site on finding nursery places. No relevant information for barnet came up.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryid=54e3853e84ae7c2872585a85
09-Jan-16	Poor	Self Serve	Fix links I wish to apply for new permit but keep getting redirect to request.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
09-Jan-16	Poor	Waste & Recycling	Awful service from recycle bin collection	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html
09-Jan-16	Poor	Car Parking / Permits	I sent an appeal about a parking charge two weeks ago. I have received absolutely no response to this e-mail, not even an acknowledgement.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
09-Jan-16	Poor	Barnet Homes	Hi my name is Mr Mohamd I call Barnet Homes about flashing toilet not working	Please call 020 8359 5225	https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html
09-Jan-16	Poor	Council Tax	you tell me on the phone I can apply for council tax benefit on line and here you say book an appointment make your minds up this is undoubtly the worst web site I have had the misfortune to visit bloody useless	THIS IS FOR CUSTOMER SERVICES	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-exemptions.html
09-Jan-16	Poor	Directory Record	Link was from Car Parks Page to the directory in order to give details of the charges etc at each car park There is no information here on car parks. There is only 4 links to places. Areas eg Mill Hill have no information on the car parks there at all.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryid=54e3852f84ae7c2872584ded
09-Jan-16	Good	Waste & Recycling	ORDERED A NEW BIN///EASY	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=102DxeoYcuAASP7Q8lOyIPLlY05Gzz
09-Jan-16	Average	RE (Regional Enterprise)	Is not a mobile aware application. Tried using it from my iPad, unable to login, link sends me to wrong location. Many of the functions don't work and the look and feel is quite poor. Won't be using this.	comment noted and to be investigated	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
09-Jan-16	Good	Directory Record	Please add some pictures for off road parking place..	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryid=54e3853e84ae7c2872585c7e&directoryRecordId=54e3853f84ae7c2872585d07

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
09-Jan-16	Average	RE (Regional Enterprise)	Could you please provide a map of Barnet showing the flood risk levels and the streams, waterways that Barnet Council is responsible for. They are named in the text but we are recent arrivals in the borough and have no idea whether they are close to wher	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/flooding.html
09-Jan-16	Average	Council Tax	I can't readily find information on how to register for council tax, when moving houses or when one has just bought a property in the borough	Thank you for your comment, please use the moving in form on our website to register for council tax: https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/change-of-address.html	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
09-Jan-16	Poor	General Enquiry (Streets & Parking)	No information at all available on the website on the on street parking prices. How much am I paying to park in Barnet's high streets?	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements.html
10-Jan-16	Poor	Car Parking / Permits	I have tried hard to renew my Saracens Parking Permits. I have spent time scanning my car documents. The letter that you sent telling me to reapply online gives an incorrect web address "www.barnet.gov.uk/parking" does not exist!!!! that took me 25 minutes	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
10-Jan-16	Good	RE (Regional Enterprise)	Help	can you provide more information please	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62572996628908&lng=0.07656097412109375&streetid=20001800&location-landmark=The+whole+road
10-Jan-16	Good	RE (Regional Enterprise)	We have written to you on many numerous occasions awaiting your reply it seems forever	can you provide more information please	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62572996628908&lng=0.07656097412109375&streetid=20001800&location-landmark=The+whole+road
10-Jan-16	Poor	Self Serve	good website, I can see it has improved. BUT no calendar came up!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200036559
10-Jan-16	Good	RE (Regional Enterprise)	We want some answers/action please Honour your Residents	can you provide more information please	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62572996628908&lng=0.07656097412109375&streetid=20001800&location-landmark=The+whole+road
10-Jan-16	Poor	RE (Regional Enterprise)	This website is so not user friendly very difficult to use	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
10-Jan-16	Good	Self Serve	I THINK YOU ARE OFFERING A GOOD SERVICE IN OUR LOCATION. THANKS FOR YOUR HARD WORK - IT REALLY IS APPRECIATED. MIKE SEAMAN	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200057521
10-Jan-16	Poor	Search	Checking my housing benefit overpayment .How much still I have to pay.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Check+my+overpayment
10-Jan-16	Poor	Council Information	Followed a link from the homepage to Information, as my query did not fall within the "most common queries" laid out there. However, this page simply seems to replicate the same common queries, not offer information on a wider range of topics. Possibly u	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-information0.html
11-Jan-16	Good	Libraries	please keep our library service accessible and safe for all. please keep librarians since they provide a vital service guiding readers.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/recommendations.html
11-Jan-16	Good	Education	No i havent got any opinion	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=tpZsrmD7Yg0WF7DPeLlHH1fP7LVt23
11-Jan-16	Poor	Self Serve	Wanted to get information on library cards but found no information what so ever. Also tried to make an e card but link does not work. Redirects me back into main page and then will not load	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or ultimately please contact your local public l	https://www.barnet.gov.uk/citizen-home/my-account/libraries.html
11-Jan-16	Good	General Enquiry (Streets & Parking)	none	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Saracens-CP2-enquiries/email-receipt.html?mgnlFormToken=3CrOfZ454s1ua1GQ29a290HCpAhW54
11-Jan-16	Poor	Directory Record	Pages found in Google go to 404 pages. These should have been redirected, I can't information on library cards - it's such a basic query. It shouldn't be hard to find	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c04
11-Jan-16	Poor	RE (Regional Enterprise)	Doesn't let me type my address in!!!	comment noted and to be investigated	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
11-Jan-16	Poor	Council Tax	I donnot like being forced to answer questionnaires. I've completed the form the success of which is dependant on how quickly my email is sent.	Thank you for your comment.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=BT2bkg7vCQHyzTaccarGCP4mizCMSYKs
11-Jan-16	Poor	RE (Regional Enterprise)	Your form only allows 250 characters to describe problem and this is not enough. I am trying to help the council and the community but do not have the option to fully describe the problem, frustrating	comment noted and to be investigated	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58653314922097&lng=0.18840909004211426&streetid=20045820&location-landmark=Westholm
11-Jan-16	Poor	RE (Regional Enterprise)	I've reported a similar problem in the borough I live in - Hackney - and it was dealt with very quickly...then again, I was able to write precisely what the problem was, no one can do that on your website or webpage.	comment noted and to be investigated	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.592862768714966&lng=0.23393647628836334&streetid=20044780&location-landmark=Aerodrome+Road+junction
11-Jan-16	Poor	RE (Regional Enterprise)	page does not work	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem
11-Jan-16	Poor	Self Serve	I can't get accessed into my account to check my council tax. There is no any response about the exemption of my council tax after I sent three e-mails to the E-mail address.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
11-Jan-16	Good	Waste & Recycling	Answered my query in seconds! Thank you	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
11-Jan-16	Poor	ES General Enquiry	This is an insult its a whole apartment block that requires treating how the f**k do you expect ppl to pay for it I want a bed bug infestation where my grandkids are being bitten fixed not a f**king price list capice !	Not able to comment on this specific case. Not specifically a web issue.	https://www.barnet.gov.uk/citizen-home/environmental-health/pest-control.html
11-Jan-16	Good	Directory Record	Well it's not to do with the website. But trash in Hendon and other places in Barnet is horrendous. I know you can't make people not litter. I was having lunch out and I saw the garbage men come in their trucks. Now some foolish people littered. They only	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&list=true
11-Jan-16	Poor	Self Serve	I don't normally have problems with passwords, but this is simply not working.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
11-Jan-16	Good	Self Serve	every	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/register.html
11-Jan-16	Poor	Adult Services	www.barnet.gov.uk should take you straight to the home page.	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people.html
11-Jan-16	Poor	Adult Services	Webpage needs to be clearer. Need to coordinate with London Council's webpage advice.	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people.html
11-Jan-16	Poor	Education and Skills	10 day response time seems unreasonable to reply to an email.	Thank you for your feedback. We aim to respond to emails as soon as possible. However, there are certain periods of time which are much busier for the admissions team where we can receive hundreds of emails a week, some of which might involve further acti	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries
11-Jan-16	Poor	Search	I wanted to find job vacancies in schools in the borough of Barnet. I have type in the key words in several different ways, however the search engine did not give me the desired results.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=job&resultsPerPage=10&filters[TP_doctype_grp]=events
12-Jan-16	Average	Council Information	I was looking for the status of a planning application. the "simple" search using address/location failed to return a result. I found the ref number - but there is no info about what is happening to the application	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=bMmhnvnb7RWJQ8p4QINJpvcMHJ97Cs77
12-Jan-16	Good	Self Serve	Why are spent Christmas trees left out on pavements when every household has a GREEN BIN provided??. Please chop up and put into the GREEN BIN provided. Please use Barnet collection vans to collect rubbish dumped at entrance to pathway between garages opp	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200047501
12-Jan-16	Poor	Search	It doesn't answer my question properly !	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=What+does+the+mayor+of+Barnet+do+?+
12-Jan-16	Poor	RE (Regional Enterprise)	As I said there is a big problem by the school (manor side) some kerbs has come loose and its dangerous for every one who crosses the road this needs too be fixed as soon as possible also some of the gutters are blocked and that's why there is lot of wate	comment noted and all issues to be logged and investigated	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
12-Jan-16	Poor	Search	All I would like us a phone number	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/search.html?keywords=Phone+number+for+council+tax
12-Jan-16	Good	Council Tax	Hard to get annual statement on line.	Thank you for your feedback, unfortunately currently we do not offer this facility. We hope to have this in future website enhancements. Please call our contact centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk to request a statement.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=Z1f1xTRP2nm9uXLwPIDnpMudeZNXhLU
12-Jan-16	Poor	Council Information	A travesty, designed to obstruct the public from holding Capita or the Tory scum to account.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=wru17gOc2LHtAHi6uOmixAvufxoPv9b
12-Jan-16	Poor	Council Information	I have wasted 45 minutes of my valuable time trying to ask a simple question, using your switchboard, direct payments, social care direct, children's services and outreach services. I have never encountered such an awful service, apart for when I got thr	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html
12-Jan-16	Good	Directory Record	She is a great minder I had my daughter with her.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853b84ae7c2872585b55&directoryRecordId=54e3853c84ae7c2872585c27&view=true
12-Jan-16	Poor	Council Tax	i need the telephone number	Please call our contact centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
12-Jan-16	Poor	Children's Services	Waiting for calenders for children's centres to update	No response provided, please contact Heeral.patel@barnet.gov.uk ; jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html
12-Jan-16	Good	Self Serve	1st time on line, need copy of annual DDs.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?contactTel=0208+359+2608&nextTaxYear=2016/2017&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in.html&ctaxPaymentPageLink=/citizen-home/council
12-Jan-16	Good	Self Serve	Generally links are confusing but this is not too bad	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/register.html
12-Jan-16	Poor	Waste & Recycling	was extremely difficult to report non collection by telephone. t leave my bin out when it is full but i cannot answer for other people. by bin being emptied shoud not depend on others leaving their bins out. OUR COLLECTION IS ON WEDNESDAYS.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
12-Jan-16	Poor	Search	I was not able to find a specific planning application for which i had the reference number	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=F/04687/13
12-Jan-16	Poor	ES General Enquiry	I wanted to be able to book food hygiene course. The email I sent my enquiry to replied with an auto responder from environmental email, with some irrelevant and expired questionnaire about HMOs public consultation which expired in Oct 2015.	We apologise for this. The auto acknowledgement relating to the survey was removed 3 weeks ago	https://www.barnet.gov.uk/citizen-home/environmental-health/food-safety-and-standards/food-hygiene-training.html
12-Jan-16	Poor	Children's Services	would like to know where the courses are run	No response provided, please contact Heeral.patel@barnet.gov.uk ; jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/parental-support-courses/family-links.html
12-Jan-16	Poor	Council Tax	Dear Sir, Uzbek translation of the site is not correct. Let me know if I can help you. Thank you.	Thank you for bringing this to our attention, this will be looked into. We will contact you if we require assistance.	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
12-Jan-16	Poor	Homepage	Appalling waste of tax payers money for employing sub standard systems and services that cannot even service basic council tax queries. Having promptly emailed and used online services, things still got charged and everytime i tried to reach someone on t	No response provided, please contact	https://www.barnet.gov.uk/citizen-home
12-Jan-16	Poor	RE (Regional Enterprise)	it doesn't work - i can't put in the description	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
12-Jan-16	Poor	Self Serve	No information for 695 Finchley Road Also, why aren't there any records of the individual flats? 695a, 695b, 695c	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
12-Jan-16	Poor	Children's Services	Appallingly slow throughout whenever trying to load a Barnet website.	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Request-to-Start-a-CAF/email-receipt.html?mgnlFormToken=HqTHMuP6Q9idh5hj1rPdrU62bqknTGuS
12-Jan-16	Poor	Self Serve	The password complexity - guide as to acceptable?	We are sorry for the inconvenience caused. Thank you for your comments. You can find an answer in our FAQ's by typing 'password complexity'. Otherwise, please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
12-Jan-16	Poor	Self Serve	Just be consistent in your system. Make sure you find my address on your database.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
12-Jan-16	Good	Self Serve	This page answered my questions after going around the phone system to ask someone a question and then been told to go online! However it is beneficial to me but other people who might not be internet savvy might have issues	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
13-Jan-16	Poor	Waste & Recycling	Form did not appear to report non collection so page useless	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
13-Jan-16	Poor	Waste & Recycling	third time iv'e had missed collection report on here and get no response.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
13-Jan-16	Average	RE (Regional Enterprise)	Missing links on page	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html
13-Jan-16	Good	Waste & Recycling	You need to add a comments box to the ordering of recycling bins form. My bin has now been taken for a second time in 3 months!	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/8-Declaration---My-bin-is-lost.html?mgnlFormToken=oLxtmvLB8ybs07Wo2Mh8A4dmgRkNzNb
13-Jan-16	Good	News	Marc Stanton	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/news/from-wreck-and-ruin-to-des-res---residents-invited-to-take-up-empty-properties-grant.html
13-Jan-16	Average	RE (Regional Enterprise)	I've used this site before but found it ineffective, so I am trying one last time to see if there have been improvements	comment noted, we will be happy to hear what you think of our website now.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5875970156374&lng=-0.16274839639663696&streetid=20024640&location-landmark=No+1
13-Jan-16	Poor	Council Information	My address doesn't appear on the system.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet
13-Jan-16	Good	Planning & Building Control	very good	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=CUzimfsae1DWQeL4TMdEqTqs7Vg1Xiz
13-Jan-16	Poor	Education	I BROWSED ONLY 2 FILES AND ITS GIVES ME ALL THE TIME AFTER 15 MIN - error 404	No response provided, please contact Guljahan.Khatun@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=k9He9BIN6H3ppwmQRfFyFfSH7vPHya
13-Jan-16	Poor	Public Health	its a s**t website covered in sh**y s**t.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet/physical-activity/over-55s.html
13-Jan-16	Good	RE (Regional Enterprise)	once I realised how to use the map worked well. Thanks if you manage to sort problem.	comment noted, Thank You	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58624816961226&lng=-0.18700361251831055&streetid=20015375&location-landmark=junction+Falloden+way
13-Jan-16	Poor	Self Serve	No matter what, your website wont accept my details to add my account benefit and council tax. I have called many times and I've been told to call later. I believe there must be a problem on your system with my information. Regards Mohammad Parkook	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
13-Jan-16	Poor	RE (Regional Enterprise)	Incorrect telephone contact number for Highways Services, its Family Services!!	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements.html
13-Jan-16	Good	Assisted Travel	Extreme difficulty proceeding with website to complete form for renewal of Blue Badge.	We are sorry you experienced this issue. Thank you for bringing it to our attention.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=MpXwVOD1U7A58A5XwP8ZQ4DThmTWi80
14-Jan-16	Poor	Waste & Recycling	total waste of time so can i just have a deduction from my rates bill for non collection	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
14-Jan-16	Good	Self Serve	The leaflet hung on my bin before Christmas said that 'the Green Bin collection was taking a break and would resume the week beginning the 9th January.' I put my bin out on 14th January and, of course, it wasn't collected. It wasn't made clear when MY G	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200095535
14-Jan-16	Average	RE (Regional Enterprise)	To whom it may concern, I want to make a complaint about the bike sheds at Colindale underground station. They are in a terrible state and have been for some time. Glass is everywhere and its never cleaned up. Please can you get someone to collect the r	This is not a council related issue	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
14-Jan-16	Poor	Waste & Recycling	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html This page does not work.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
14-Jan-16	Poor	Self Serve	This page should have links to previous payments etc.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
14-Jan-16	Poor	Council Tax	Tried telephoning Council to arrange new direct debit. Unable to get to speak to a staff member. Now unable to download form as instructed by phone to notify changes. Not a very good way to treat people.	I am sorry you have encountered problems when using our telephone system and website, A direct debit mandate can be download via the following link: https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html . If you	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
14-Jan-16	Poor	Waste & Recycling	Not very happy with the service because why does it have to take up to five working days before any assistant if so it will be better not to complain about missed bins, does it make sense?	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
14-Jan-16	Good	Libraries	v good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item.html
14-Jan-16	Poor	Waste & Recycling	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html This page does not work.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
14-Jan-16	Average	Council Information	The fee for changing the vehicle details on a resident parking permit The documents required for a temporary permit (dispensation) to be issued	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments-compliments-and-complaints/email-receipt.html?mgnlFormToken=9eVqDjgBNHza4HsgMdotyA6NGWhUuETG
14-Jan-16	Poor	Waste & Recycling	My web browser will not allow me to access this page because it is untrusted. I am using the latest version of Firefox.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
14-Jan-16	Good	RE (Regional Enterprise)	Good	Thank you	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61825886195192&lng=-0.15552520751953125&streetid=20036660&location-landmark=51+the+Ridgeway+n11+3lg
14-Jan-16	Average	Children's Services	I was looking for a list of nurseries that offer the 3 years FEE scheme but I could not find it	No response provided, please contact Heeral.patel@barnet.gov.uk ; jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/free-childcare-for-2-3-and-4-year-olds
14-Jan-16	Good	Libraries	it would be good to be able to know about the local histories of other markets in LB Barnet	Thank you for your comments which we have passed to the borough archivist.	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/barnet-barnet-market-and-fair.html
14-Jan-16	Poor	Children's Services	honestly you make it so hard.	No response provided, please contact Heeral.patel@barnet.gov.uk ; jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/7-Referral-details.html?mgnlFormToken=rYpXrQ4ToQey8SpqrVYQNg5sY3Cho
14-Jan-16	Good	Education	Goooddd	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=DSXBmTKiXNbYwp0Lu4eQ18qWyeacVUA
14-Jan-16	Average	RE (Regional Enterprise)	First reported problem in November no feedback had to chase again no feedback had to chase if the matter had been resolved then - the problem would not have got worse and would have cost less to repair. Now in bad state - needs to be looked at asap	comments noted, can you please provide some more details so that this outstanding issue can be investigated and resolved	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65498107198958&lng=-0.18184304237365723&streetid=20009400&location-landmark=the+entrance+of+the+footpath+leading+to+Cromer+Road+school+and+Boleyn+Way
14-Jan-16	Poor	Directory Record	Out of date information	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_peccid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c287258590e&view=true
14-Jan-16	Poor	Car Parking / Permits	I am unable to move forward as it keeps telling me that my street doesn't match my address	No response provided, please contact Geraldine.Edwards@barnet.gov.uk ; parking.clientteam@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking
14-Jan-16	Poor	Search	I just wanted to find out where the street markets in the London B of Barnet are and what days they are on, I have been able to do this in the past, but instead this time kept getting sent to details of meetings re particular markets which is far more de	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=street+markets+in+barnet&resultsPerPage=10&filters[TP_doctype_grp]=directories
15-Jan-16	Poor	Education	Easy to upload details, however once uploaded did not submit, therefore absolutely pointless.	No response provided, please contact Guljahan.Khatun@barnet.gov.uk	https://barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/4-Current-previous-school.html?mgnlFormToken=QsAcIbmeIFLGofavW2j5yCRVBrZoQQ
15-Jan-16	Good	Education	I think for some people like who is not very quick in filling up the form, the time frame 20 minutes is not enough maybe give a little bit extra...over all is good	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=Ciz4T6197YqL2ZeCp0HjorG65yF26y3X
15-Jan-16	Average	Waste & Recycling	Didn't have information for my postcode	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
15-Jan-16	Poor	RE (Regional Enterprise)	Tried to report a problem but it wouldn't let me	comment noted, can you please advise us as to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
15-Jan-16	Poor	Car Parking / Permits	Saracens site does not permit alternations to personal information	No response provided, please contact Geraldine.Edwards@barnet.gov.uk ; parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-permits-and-vouchers.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
15-Jan-16	Poor	Car Parking / Permits	My address isn't listed under the list generated from my postcode so I can't renew my parking permit. My address comes up with any other service provider so this is a problem specific to Cr***ita.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
15-Jan-16	Poor	Self Serve	Same problem as before, I can't access my account to pay council tax.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/profile.html
15-Jan-16	Poor	Self Serve	password standards	We are sorry for the inconvenience caused. Thank you for your comments. You can find an answer in our FAQ's by typing 'password complexity'. Otherwise, please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
15-Jan-16	Poor	Homepage	Why is there no phone number? This is deplorable	No response provided, please contact	https://www.barnet.gov.uk/citizen-home
15-Jan-16	Poor	Adult Services	cant find wants needed	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care.html
15-Jan-16	Poor	Council Information	Barnet council workers never answer the phone, I have been on the phone for over an hour now and I hear is the music and how important my phone call is and that it will be answered shortly, I have been at the front of the queue to be answered for over an	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-register.html
15-Jan-16	Good	Planning & Building Control	I wanted guidance on procedure to establish the correct postal address for a property for which there is come confusion.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Naming-of-streets-and-numbering-of-properties-application/email-receipt.html?mgnlFormToken=Vu2kZqmOn8dJLQCpd8VzhblXOg29o4e0
15-Jan-16	Poor	Search	I looked up a name - first name and surname- and it gave me many many pages with links to either the first name or surname	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Deborah+Cohen+
15-Jan-16	Poor	Self Serve	does not work	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
15-Jan-16	Poor	Waste & Recycling	as before there is nowhere for the resident to leave a message/ explanation as to why a new bin is required	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=qTcbsXg0FFNQzWndt2F2KVvajdbH75rE
16-Jan-16	Poor	Car Parking / Permits	Make it easy to get renew the Saracens resident permit. I now have to renew by phone. It would also be helpful if I could get a reminder by email.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-permits-and-vouchers.html
16-Jan-16	Poor	Search	Why do you not show what I asked for? The Oak Lodge School planning application - how difficult is that? Sort items by date!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=oak+lodge+school+planning+application
16-Jan-16	Poor	Council Information	Ys no gut de tyect fry parching	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/Disclaimer.html
16-Jan-16	Poor	Assisted Travel	application for blue badge in the London Borough of Barnet My address is ** G***** Avenue, Edgware, H** 8** My name is C**** Is***** email *****@hotmail.co.uk	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html
16-Jan-16	Good	Self Serve	Easy to find and read and also the website works with all the click buttons	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
16-Jan-16	Poor	Car Parking / Permits	Parking - Appeal: Sorry, a processing error has occurred. Please try again Trying over one week, still not working	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn
17-Jan-16	Poor	Barnet Homes	does not give any information advrtised	Please call 020 8359 2000	https://www.barnet.gov.uk/citizen-home/housing-and-community/low-cost-home-ownership.html
17-Jan-16	Poor	Council Information	e-parking not working	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/privacy
17-Jan-16	Poor	Self Serve	With your all-new great account system, why can't I setup a Direct Debit to pay my Council Tax???	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
17-Jan-16	Poor	Council Tax	Bad service and employee	THIS IS FOR CUSTOMER SERVICES	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/advice-surgeries-and-first-contact-points.html
17-Jan-16	Poor	Directory Record	no useful information about taxi voucher scheme,	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853a84ae7c2872585a1c
17-Jan-16	Poor	Car Parking / Permits	Being unable to appeal the fine online and having to forfeit my right to appeal if I pay for the fine online seems particularly out of order and I will be raising this as a complaint. Surely as a member of the public my right to appeal should not be nega	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
17-Jan-16	Good	Education	My search and findings was straight forward ,brilliant web sight,my only difficulties was not able to load or take photos document to attach with form application on line before submission .	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=NdgWfswbqnAHxqRRGJGtp2MnkmTQuam
18-Jan-16	Poor	Council Tax	make sure the messages on the phone actually match up with the page contents. Complete waste of time.	THIS IS FOR CUSTOMER SERVICES	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
18-Jan-16	Poor	Car Parking / Permits	You still have Saracens parking permits on this website but you can no longer do this via the website. So we waste hours of our lives on this rubbish site!	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;saracens.clientteam@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-cpz-maps.html
18-Jan-16	Good	Education	thank you so much	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=TBxBpRZJUn7jy2BLxI3lCMnMNEH1UtW

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
18-Jan-16	Poor	Waste & Recycling	Addresspulldown	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18-Jan-16	Good	RE (Regional Enterprise)	The pavements adjacent to 98 Ridgeview road are cracked and elderly people could trip. Problems too of people parking cars to use underground station, being away all day.	comment noted and all issues to be logged and investigated	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
18-Jan-16	Poor	Waste & Recycling	I need a sofa and 2 armchairs collecting.the number your website gives to call is fully automated and takes me round in circles and then eventually cuts me off !!!! 5 times i have called and each time this has happened.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/large-and-bulky-waste-collections.html
18-Jan-16	Good	Assisted Travel	Enquiries and information is clearly set out and easy to understand and use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=yi0RPF8ZsNTHGQyxRtRzjwVmh8PkK1
19-Jan-16	Poor	Council Tax	AFTER INSERTING INFORMATION REQUIRED STILL COULD NOT GO ON TO NEXT SCREEN	I am sorry you have encountered problems when using our online form, this is currently being looked into. If you wish to discuss your query further please call our contact centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-general-enquiry/2-Applicant-details.html?mgnlFormToken=t7A1Hj3EoYKR0P3orRPeScBD4QsKHTfc
19-Jan-16	Average	Car Parking / Permits	I just want to know the pricing and where i can use each permit	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
19-Jan-16	Good	Waste & Recycling	I found the process of requesting a replacement blue recycle bin very easy and user friendly.	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=nuLjH8trcE1kVImHBsC447XZ0y4Zpgl
19-Jan-16	Poor	RE (Regional Enterprise)	Why is there no option to report "Other" problems? Why do I have to select an issue or not fill in the form at all?	comments noted and to be passed to our web team	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65644468772623&lng=-0.20210981369018555&streetId=20022440&location-landmark=Lights+at+the+junction+of+St+Albans+Road+heading+to+the+High+Street
19-Jan-16	Poor	Children's Services	As a mental health professional referring a young person for the first time since you offered an online form I wish to register how un-user friendly it is. There is no chance to look over the whole form before beginning it to see how best to distribute i	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=FPm5bAmPEMNYoWJelDdJH3kgfv7Bs
19-Jan-16	Average	Registrars	doesnt show prices for the premises.	No response provided, please contact sanja.potnar@brent.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises.html
19-Jan-16	Good	Education	Another link to submit for the second child would help :)	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=BN3qoESSd3TYMVXlPwOsX9YlIdJHk
19-Jan-16	Poor	Car Parking / Permits	To call up and ask about a concern it takes way too long to speak to a person its ridiculous. You should have an option to talk directly to a person not a machine. Nothing is more frustrating than talking to a machine that repeats the same thing then hang	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
19-Jan-16	Poor	Homepage	Please give the Council's address, the name and address of each department, and a phone number straight away, first thing you find on the site.	No response provided, please contact	https://barnet.gov.uk/citizen-home
19-Jan-16	Poor	Waste & Recycling	Please lower your charges then we might to get so much tipping in the borough	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/large-and-bulky-waste-collections.html
19-Jan-16	Poor	Homepage	The proposal map does not have a print button, so that the map and key can e printed. Difficult to print and present research on paper.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home.html
20-Jan-16	Poor	Search	I don't understand what should I do, for I cannot get in the page again to submit the info you need.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=101001270427&resultsPerPage=10&filters['T P doctype_grp']=pages
20-Jan-16	Poor	Car Parking / Permits	I am trying to renew my saracens resident permit, but the link does not work. I have tried all week and my permit expires in a few days	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-permits-and-vouchers.html
20-Jan-16	Poor	Homepage	Should be able to link into details of council offices i.e. NLBP and HTH	No response provided, please contact	https://www.barnet.gov.uk/citizen-home
20-Jan-16	Poor	Directory Record	This gives no information about Open Door at all and shows us at a venue used many years ago.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_peccid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853584ae7c28725855ee&directoryRecordId=54e3853584ae7c2872585619&view=true
20-Jan-16	Poor	Education and Skills	The Local Offer is a complete mess. It is impossible to navigate and sends you round in circles, ending back on the page you started with. Could this possibly be on purpose?	Thank you for your feedback. We are currently undertaking major work to improve the quality of our Local Offer pages. We have made the directory entries much easier to navigate, and are currently refreshing and updating the content of our pages. If you ha	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/social-care-in-the-local-offer/preparing-for-adulthood-in-the-local-offer.html
20-Jan-16	Poor	Search	Do not understand how to continue my Blue Badge application.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=101001270427&resultsPerPage=10&filters['T P doctype_grp']=pages
20-Jan-16	Poor	Directory Record	I came to Edgware Library site to find out what books, magazines, reference books it stocked. The site gives non of this vital information only non vital rubbish	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_peccid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0b
20-Jan-16	Poor	Homepage	very bad service	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/popular/w

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
20-Jan-16	Poor	Car Parking / Permits	Is there somewhere where it describes how to pay for parking in resident's bay while just visiting and without holding a permit, or where to use pay by phone? Can I use pay by phone in a resident or permit bay if I'm visiting someone?	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html
20-Jan-16	Poor	Planning & Building Control	The page doesn't give me the options for alternative ways of paying the application fee - telephone, online, website etc.	No response provided, please contact Bill.Murphy@capita.co.uk;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.html
20-Jan-16	Good	Children's Services	none	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/FYI-general-enquiries/email-receipt.html?mgnlFormToken=b4QWVfAGkNLSugLKDvzjPj3uvkNfSEk
21-Jan-16	Poor	Self Serve	Trying to ACTIVATE MY COUNCIL TAX AND IT DOESN'T LET ME ENTER DETAILS IN THE NAME SECTION AND AFTER ENTERING MY COUNCIL TAX REFERENCE NUMBER IT SAYS IT IS SORRY! SOMETHING WRONG!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
21-Jan-16	Poor	Car Parking / Permits	Inputting Street then choosing postcode NW4 4LX for Southfields results in a message saying they don't match - a blatant error. E-mail and phone have failed to resolve and we still have no permit! WHEN ARE YOU GOING TO FIX THIS? IT'S A MONTH NOW!	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-permits-and-vouchers.html
21-Jan-16	Good	Waste & Recycling	The information given is very useful for new residents. Thank you.	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-Jan-16	Poor	Waste & Recycling	I have been attempting to purchase a black bin at 754, you sent me and email stating I need to phone a contact number and order the bin. I phoned the number and again directed to this web page. I went through the process and was asked to pay 7156 for a bla	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=zeqYNYf7ITdRfJ2INSfR5GZV7h9Jv
21-Jan-16	Poor	Planning & Building Control	I want to search planning applications. Clicking on the link taking me to this page with a lot of information is unnecessary. Other council's websites take me directly to portal. it would be better to go to portal and from there to have a link to help	No response provided, please contact Bill.Murphy@capita.co.uk;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
21-Jan-16	Average	Waste & Recycling	Took time to navigate to where I wanted to go	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
21-Jan-16	Good	Waste & Recycling	Request answered easily	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=lfPbm4wNxxgk6LD34x5d9HENmygef
21-Jan-16	Average	RE (Regional Enterprise)	The web page is difficult to use	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
21-Jan-16	Good	Self Serve	Hi, An app would be a good idea! Thank you.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
21-Jan-16	Average	Waste & Recycling	I complained about this before and haven't heard a response from the Council.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
21-Jan-16	Poor	Council Information	A PHONE NUMBER!!!!!!!	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
21-Jan-16	Poor	Directory Record	I can not believe that this is your offer of a website page for the library. You fail to allow the community to interact with their library. Is this part of your systematic shutdown of library services.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0c&view=true
21-Jan-16	Poor	Directory Record	If you concentrated on providing a decent website as much as your concern for feedback you would be winning	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0c&view=true
21-Jan-16	Poor	Directory Record	A minefield of bureaucracy, far too a macro a design. You can't just put all of your services under such a rather difficult to use umbrella. Your website also gives a distinct feeling of unhelpfulness as if you would wish the user not to find the answer	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=55cb1c0a84aedc1013e2539e&directoryRecordId=561c0db184ae750ba8f2cca7
21-Jan-16	Poor	Council Information	General contact details not available	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
21-Jan-16	Poor	Council Tax	I would like to report a change of circumstances.	Please use the following link to report your change of circumstances: https://www.barnet.gov.uk/citizen-home/Downloads/housing-benefit-and-council-tax-benefit-forms.html . If you wish to discuss this further, please call our contact centre on 020 8359 2111	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-general-enquiry.html
22-Jan-16	Good	Children's Services	Great	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support.html
22-Jan-16	Poor	RE (Regional Enterprise)	I have been unable to inform you of my problem so this page was a waste of time for me and inefficient for you.	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65021570421104&lng=-0.17961498484510227&streetId=20026380&location-landmark=48
22-Jan-16	Poor	Council Tax	no telephone number to call council tax office. I do not need to make any payment but must speak to Council Tax office and this number became now hidden	If you wish to contact us to discuss your query, please call on 020 8359 2608 or email: local.taxation@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
22-Jan-16	Poor	Car Parking / Permits	When is Saracens event days. You have a sign with no times or days.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-permits-and-vouchers.html
22-Jan-16	Poor	Car Parking / Permits	I have arrived at this page after searching for parking restrictions in East Finchley, as I want to know the times when parking on Baronsmere Road is restricted. Why is this information not readily available?	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-services--nsi-contract.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
22-Jan-16	Poor	Self Serve	Add a print function. If I use the print function of my browser I get an EMPTY calender !!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200129615
22-Jan-16	Good	RE (Regional Enterprise)	Nicely planned	comment noted , thanks	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61585274298356&lng=-0.24135053157806396&streetid=20011800&location-landmark=23+and+25+
22-Jan-16	Poor	Self Serve	I have typed in 6 different versions of passwords....nothing seems to be strong enough.....	We are sorry for the inconvenience caused. Thank you for your comments. You can find an answer in our FAQ's by typing 'password complexity'. Otherwise, please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
22-Jan-16	Poor	RE (Regional Enterprise)	Please repair potholes.	comments noted, can you please advise us of any reported potholes that you have raised with us that may be outstanding so we can investigate and resolve.	https://www.barnet.gov.uk/citizen-home/report-a-problem
22-Jan-16	Poor	Search	il want the contact number for complaint/comment about a footpath through a playing field. cannot find any info	No response provided, please contact Alasdair.McCleave@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=FOOTPATHS
22-Jan-16	Good	Waste & Recycling	Wish Every Barnet Council Site Was Efficient	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=4tUWa7SnjHLGUhgagu8e89TegCPL5
22-Jan-16	Good	Registrars	Superb service offered to fellow genealogist!	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=8xHc87OZlwAbG3vw9R5gpQBoM0KjmKAJ
22-Jan-16	Poor	Adult Services	it is confusing because if you click on a link, it does not take you to the link but says it is not safe. very confusing as this is gov site. more confusing for people with disability	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/social-care-connect.html
22-Jan-16	Poor	News	I and my neighbours all pay an enormous amount of tax, it's ridiculous that we cannot have a functional Library service.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/news/New-proposals-to-maintain-14-libraries-in-Barnet-to-be-discussed-at-special-CELS-Committee-.html
23-Jan-16	Good	Registrars	I am travelling for a funeral from another part of the Country and the staff were very helpful and guided me well.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations.html
23-Jan-16	Poor	Waste & Recycling	I heard nothing back the first time I reported the non collection and again it's not collected. Not emptied since beginning of Dec now. You cannot speak to a person when you ring the council, just directs you to website, then you hear nothing back and you	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
23-Jan-16	Good	Children's Services	hard to navigate the courses available. if any are publicly funded there should be a simple search of all courses, when you select one it can spell out the eligibility and the dates times location and if any contribution required. it should not matter wh	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/register-interest-in-a-training-course/email-receipt.html?mgnlFormToken=izPZDShR6DmHX2bmgspUEsaRpq6OApJ
24-Jan-16	Good	Council Tax	I'm disabled person and my doctor now wants me to have a carer to stay with me as I'm taking very strong opioids are: Painkillers such as; morphine, & Diamorphine to name a few I'm sending a list of medication to Housing benefits the reason i need a care	Thank you for your query, to discuss this further, please call our contact centre on 020 8359 2111 or email: benefits@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit-Council-tax-benefit-Change-of-address/email-receipt.html?mgnlFormToken=kiRUCjfrftQHkmu2hurV8GUpmlifeE
24-Jan-16	Poor	Council Information	No comments	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
24-Jan-16	Good	Council Tax	EASY TO UNDERSTAND, I MEAN EVERYTHING IS STRAIGHT FORWARD. WELL DONE IT IS BETTER THAN CALLING BECAUSE YOU WILL BE IN A VERY LONG QUEUE AND DO NOT EVEN GIVEN A CHANGE TO MAKE AN APPOINTMENT. CHEERS	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-general-enquiry/email-receipt.html?mgnlFormToken=aPo6Ry3zVZWCj5nSkUVOADTFK4JVRpWc
24-Jan-16	Poor	Self Serve	I tried several times to check the status of my account after you sent me a threatening letter just before Christmas 2015 saying I have underpaid when in fact I have now overpaid. In the letter you threatened me if I did not pay within 7 days with a magis	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
24-Jan-16	Poor	Self Serve	what is the point? did many times in the past . nothing has changed. this is only a stupid formality	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
24-Jan-16	Good	Council Tax	so far all is straight forward	Thank you	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit-Council-tax-benefit-Change-of-address/2-Your-details.html?mgnlFormToken=kiRUCjfrftQHkmu2hurV8GUpmlifeE
24-Jan-16	Poor	Car Parking / Permits	There should be a way to obtain a PCN number by searching using registration make and model	No response provided, please contact Geraldine.Edwards@barnet.gov.uk ; parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
24-Jan-16	Average	RE (Regional Enterprise)	Should have an Other Category	comments noted and to be passed to our web team	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62097813494396&lng=-0.2776166796684265&streetid=20013820&location-landmark=111
25-Jan-16	Poor	Car Parking / Permits	Parking related information is not provided, please see London Borough of Camden (LBC)Webpage for the information provided, Barnet residents are not provided with the same information and thusly informed decisions cannot be made on parking matters. Where	No response provided, please contact Geraldine.Edwards@barnet.gov.uk ; parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
25-Jan-16	Poor	Waste & Recycling	why my waste bin and my green bin collection was not done on the dates given with no reason given	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html
25-Jan-16	Good	RE (Regional Enterprise)	good to be able to report issues like parking and traffic problems.	we appreciate your comments/feedback	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.616385064597345&lng=-0.24273991584777835&streetid=20044760&location-landmark=nursery+on+Albert+road

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
25-Jan-16	Poor	Car Parking / Permits	I put in my postcode NW4 1AS and select Downage and it says my address doesn't match. Insanely frustrating.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking
25-Jan-16	Good	News	Well Done Barnet	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/news/blue-badges-seized-in-joint-fraud-operation.html
25-Jan-16	Poor	Council Information	I want the main switch board number	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-information0.html
25-Jan-16	Poor	Self Serve	It does not seem to recognise my Council Tax number?	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
25-Jan-16	Poor	Council Information	You have numerous spelling mistakes on your website it does not accept challenges always says that website always not available to process enquiries !!! How many times do I have to go to the library to sort this out????	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/north-london-business-park-nlbp.html
25-Jan-16	Poor	Council Tax	I tried to fill in this form to register for Council Tax because the telephone waiting was at least 45 minutes and I had been trying all morning. Could not complete the form on line because I am not moving in as the property is being renovated totally a	Thank you for your feedback, this will help with future enhancements. To discuss this further, please call our contact centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/4-Details-about-your-move---own.html?mgnlFormToken=RC12xpUdcLEGRQVAYZfpCbt1e83n799a
25-Jan-16	Poor	Search	I am trying to find out my green bin collection date after the Christmas period?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Ha88sy
25-Jan-16	Good	Self Serve	Excellent online service. Well done!	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
25-Jan-16	Poor	Waste & Recycling	Waste collection is abismal, please short it out !	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
25-Jan-16	Poor	Car Parking / Permits	I am unable to purchase a parking permit from the council even though I live and pay council tax in the area. They have not helped me with any aspect of my situation resulting in me paying 7850 in Parking fines for parking my car outside my house.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
25-Jan-16	Average	Self Serve	Keep being sent round in circles.	Thank you for your feedback. Please provide us with more specific detail so that we may look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
25-Jan-16	Poor	Directory Record	It would be very useful to add info onto the site about which books are available	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=55cb1c0a84aedc1013e2539e&directoryRecordId=561c0e1384ae750ba8f2cca8
25-Jan-16	Good	Council Tax	Was frustrating the address was not recognised despite having received Post Office confirmation.	Thank you for bringing this to our attention, this will be looked into. If you wish to contact us to discuss your move, please call us on 020 8359 2608 or email us: local.taxation@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=pHynKVBjIqMwKZ4inxT67Gxhwq18EGL8
26-Jan-16	Poor	Council Information	The contract register on this page is three years out of date and predates the appointment of Capita. As such it has no value and provides no ability to scrutinise contract values and potential overspends.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/finance-and-funding/procurement-tenders-and-contracts/purchasing-information.html
26-Jan-16	Poor	Self Serve	I wanted to have my council reference number as I have lost it. I pay monthly the council tax by direct debit and wanted to change my account. The council tax is registered under Luay Mohammed and Sanaa ALI (my wife).	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 fo	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
26-Jan-16	Good	Education	A warning about the timeout just before the timeout otherwise the timeout should lock the screen or bump you off the window so you do not continue obliviously :-). Very clean lay out.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=jidmslvPbpxyU10LYEvDKmny60FH6t
26-Jan-16	Poor	Planning & Building Control	When carrying out research on an area, a printed copy of the map and key are required. The website doesn't allow you to print the key in full. When searching for a specific property, sometimes the site will only bring up the first 10 properties in the r	No response provided, please contact Bill.Murphy@capita.co.uk;Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/unitary-development-plan/udp-proposals-map.html
26-Jan-16	Poor	Council Tax	the web site takes you around the houses till it deals with your query	Thank you for your feedback, this will help with future enhancements	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax-support.html
26-Jan-16	Poor	Council Tax	Your phone service is terrible. It seems impossible to speak to a human being. When i did not select an option immediately, I was disconnected without the options being repeated. Your moving house council tax form is confusing. WHY DO YOU SAY "FORWARDING A	THIS IS FOR CUSTOMER SERVICES	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=xTmqYalDA41y62ZNI4gdNTHDEwV9E6I
26-Jan-16	Average	RE (Regional Enterprise)	Request for address kept looping	noted and to be investigated	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.660715621805025&lng=-0.19329071044921875&streetid=20013820&location-landmark=109+Edgwarebury+Lane
26-Jan-16	Poor	Adult Services	020 8359 2444	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/planning-your-support.html
26-Jan-16	Poor	Libraries	But how do I borrow ebooks? where do I go online for this?	In order to borrow e-books just go to the following address: https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-audio.html or choose Barnet e books and e audio books from the left hand menu on the libraries homepage. For e books choose the li	https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-audio.html
26-Jan-16	Poor	Public Health	trying to locate page with ref to over 55 yo sports centre discounts	I apologise that you were not able to find the information that you were looking for and thank you for bringing it to our attention. Please choose the membership options on www.better.org.uk to find out about the Seniors offer. The contact details of ind	https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet/physical-activity/over-55s.html
26-Jan-16	Poor	RE (Regional Enterprise)	Didn't know where to type problem.	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
26-Jan-16	Good	Waste & Recycling	Just waiting to see how long replacement brown bin takes.	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=vT14BvYWOwm4v0CXoYLQfife2D6PD3
26-Jan-16	Poor	Car Parking / Permits	Just want to know what time I can park on single yellow line in given street...	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html
26-Jan-16	Poor	Homepage	Can't find your location/address	No response provided, please contact	https://www.barnet.gov.uk/citizen-home.html
26-Jan-16	Good	Waste & Recycling	I would have liked to have informed that my bin was damaged by collection men and not by myself.	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=e0KApnZtNSINPccictXao4H6E6BQhoet
26-Jan-16	Poor	Council Tax	States that a DHP is not for Council Tax yet the application form is also for Discretionary CT relief. How are customers expected to find our about help for CT.	Thank you for your feedback, this will help with future enhancements	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/housing-benefit-get-extra-help-to-pay-your-rent.html
27-Jan-16	Poor	Self Serve	I made my pavery month on time via online and yet i recieved final notice and I had to pay the remainder amount in full	We are sorry for the inconvenience caused. Thank you for your feedback. Please provide us with more specific detail so that we may look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
27-Jan-16	Poor	Adult Services	Addresses of places would be useful. A list of vacancies would be useful so we don't waste time getting in touch with provision that is fully occupied. Some places I know about are not on here. Links need to be provided to all websites, not just the prefe	No response provided, please contact Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/supported-housing-choices
27-Jan-16	Average	Waste & Recycling	Headings for boxes seem misplaced ie. The address postcode box, having filled the box you then have to search !!! Why ?	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
27-Jan-16	Good	Waste & Recycling	4 saturdays since the green bin was collected	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
27-Jan-16	Good	Council Information	Required information on a special treatment licence. Was very easily browsed and obtained via a pdf download. Thank you	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/trading-licences/special-treatment-downloads.html
27-Jan-16	Average	RE (Regional Enterprise)	Didn't let me describe the problem. The only people who benefit from repairing the road are the contractors as the work they do is so low standard that the first or second rain starts eating into the repair. Total waste of public funds.	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
27-Jan-16	Poor	Council Tax	it is too complicated should be made simpler	Thank you for your feedback, this will help with future enhancements	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html
27-Jan-16	Poor	Search	I searched for 'planning garrick road industrial centre' and obtained over 20,000 results, most of which had none of these words in them. I still have not found what I was looking for. An abysmal result.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=planning+garrick+road+industrial+centre&resultsPerPage=10&page=3
27-Jan-16	Poor	Waste & Recycling	I asked a specific question re recycling collection, ie, what day is recycling waste collected at my address and I could not find an adequate answer	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
27-Jan-16	Poor	Waste & Recycling	Just put my comments in the previous step	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=eKkDWIXJ3nY2eKebMD6eMHilJXOMKk
27-Jan-16	Poor	Directory Record	no info on page	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=55cb1c0a84acd1013e2539e&directoryRecordId=561c0bcd84ae750ba8f2cca6
28-Jan-16	Average	Council Information	there was no information with regards where your bibliographic dept is for contact information.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=dc5mUn8zeoBdwtJsd75Gx3Tppgo9Nd20
28-Jan-16	Poor	Self Serve	Rubbish website malfunctioning . should be very simple	We are sorry for the inconvenience caused. Thank you for your feedback. Please provide us with more specific detail so that we may look into this issue.	https://www.barnet.gov.uk/citizen-home/profile.html
28-Jan-16	Poor	Adult Services	No email address to send info too	No response provided, please contact 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
28-Jan-16	Good	Waste & Recycling	I have reported non collection before with no response, so I hope you will do so this time. It is no good offering this facility if you do not follow it up.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
28-Jan-16	Poor	Self Serve	If PIN is not valid until a certain time period after initial registration, as a customer I would like to be informed of this when I carry out a transaction or upon 1st registration.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
28-Jan-16	Good	Self Serve	Explanation of house prices and rateable values are confusing.	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/register.html
28-Jan-16	Poor	Council Tax	I don't want to use the forms I want to speak to an advisor and the website actively discourages this	Thank you for your feedback, this will help with future enhancements	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
28-Jan-16	Good	Website Policy	The is service is okay but sometimes the website is very slow to respond	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html
28-Jan-16	Poor	Search	DID NOT ANSWER MY QUESTION	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=WHAT+DO+I+DO+IF+I+FIN+D+DEAD+CAT
28-Jan-16	Average	Waste & Recycling	I wanted to order an extra Food waste outdoor bin. The Home page said 'Requests' however once clicking the 'more' link the options under 'Rubbish, waste and recycling were not helpful for what I wanted i.e. Order a new bin. Once I got to the correct page	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=YwQnUX2BhZKljZs7h5Y80QWayTC8xD
28-Jan-16	Poor	Council Information	Why are there no contact telephone numbers - not everything is done online especially when e-mails go unanswered !!!	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
28-Jan-16	Poor	Council Tax	I left UK but there is no options for foreign address, but I have to choose a friend address to replace. How can a student trust you?	Thank you for bringing this to our attention, this will be updated shortly. If you wish to contact us to discuss your move, please call us on 020 8359 2608 or email us: local.taxation@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=6qhpGeg9aTKj7mHxloCfVbkgXNiZ5EHR
29-Jan-16	Poor	Self Serve	Not been able to speak to no body	We are sorry for the inconvenience caused. Thank you for your feedback. Please provide us with more specific detail so that we may look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
29-Jan-16	Poor	Search	I don't care about discount, just want to know how to add a person to existing council tax. Cant find it.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=add+person+council+tax
29-Jan-16	Poor	Directory Record	Measurements and actual length of Bigwood road should be included	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853384ae7c2872585248&directoryRecordId=54e3853384ae7c28725852df
29-Jan-16	Average	RE (Regional Enterprise)	I couldn't enter the details required	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
29-Jan-16	Poor	Homepage	very difficult to get an answer to the phone call 17 minutes still no answer lost my parking ticket no clear instruction on what to do, as had no pcn could no get past payment page so worrying and frustrating do you give any thought to how much council t	No response provided, please contact	https://www.barnet.gov.uk/citizen-home
29-Jan-16	Good	Waste & Recycling	I found the procedure for replacement of a damaged brown bin very helpful and simple.	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=JkK85YKAiO6rCwYWApsT76vrmDvWDh
29-Jan-16	Poor	Car Parking / Permits	get a grip	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-cpz-maps.html
29-Jan-16	Poor	Directory Record	I searched for car park charges in High Barnet and was referred several times to the car park directory which gave me no information whatsoever.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded
29-Jan-16	Good	Education	Unable to attach documents	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=Vlk1AmYGR4uQoGBMXqWgRhcZBR2Edp
29-Jan-16	Poor	RE (Regional Enterprise)	Address page doesn't work	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59670791632661&lng=-0.18414974212646482&streetId=20037140&location-landmark=32,66,70
29-Jan-16	Poor	RE (Regional Enterprise)	The adress page dosnt work.	comment noted, can you please advise us at to what part of our website you encountered this problem so we can investigate	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59670791632661&lng=-0.18414974212646482&streetId=20037140&location-landmark=32,66,70
29-Jan-16	Poor	Council Information	The address filed ERROR	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=w1626qblQeasZdpYTVEnvfM5vbSgplpe
29-Jan-16	Good	Council Information	I live in Oakleigh Road North with a main bus stop immediately outside our premises. Although the litter is cleaned daily (mostly) it is an utter eyesore especially when school children are either coming or going. We are constantly having to clear our l	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/corporate-plan-and-performance
30-Jan-16	Poor	RE (Regional Enterprise)	I was trying to work out where to report that my green bin waste that was due to be collected today was not done so. Gave up looking or working out how to do it.	comments for street scene	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
30-Jan-16	Poor	Waste & Recycling	As with all Barnet websites information out of date. Having lived in the same house for 35 years I know my address exists. Same applies when entering details regarding business parking permits - pathetic, get your act together LBB!	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/7-Declaration---I-dont-have-a-black-blue-brown-green-bin.html?mgnlFormToken=yilGgW33EibmhXfUzxrpyOP2bwbo
30-Jan-16	Poor	Self Serve	Make the links work	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
30-Jan-16	Poor	Waste & Recycling	I first messaged this site on Monday regarding my refuse not being collected, it said someone would call me back, I have not been contacted and have not had my refuse collected.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
30-Jan-16	Poor	Search	I specifically searched for Green Garden Bins - I did not want details of Grit bins all over the borough!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=green+garden+bins
30-Jan-16	Poor	Directory Record	Park opening times and parking restrictions	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584aaf
30-Jan-16	Poor	Self Serve	I've just entered this information earlier in the survey. And one of the things I complained about was information not being populated across pages. This survey is as good as the website itself. Badly designed and not joined up.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. You can send an email to first.contact@barnet.gov.uk or ultimately please contact your local public l	https://www.barnet.gov.uk/citizen-home/my-account/libraries.html
30-Jan-16	Poor	Car Parking / Permits	What's the pint in making things all access via website if it doesn't work.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
30-Jan-16	Poor	Waste & Recycling	I would like to order a replacement brown recycling caddy but there is no option to do this.	No response provided, please contact	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/5-My-bin-is-damaged.html?mgnlFormToken=nd6Eg7mkl1o9qj1yj2ftVvaq4woKYOW
31-Jan-16	Poor	Car Parking / Permits	All i wanted to do was look at the map and work out what time the controlled zones in Hendon operate. Was totally unable to do so as the map did not enlarge. Could not see anything. No times listed. Hopeless.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
31-Jan-16	Poor	Car Parking / Permits	Your new website parking system doesn't work. For a month now I've been ringing to get our address added to the system, and as yet it's not. My parking permit runs out tomorrow. This is terrible terrible terrible service. Pull your socks up and sort it ou	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
31-Jan-16	Poor	Search	One result was returned. When I checked my search term was not there!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=kerine&resultsPerPage=10
31-Jan-16	Poor	Car Parking / Permits	Hereunder the form below states that Vivian Way and Vivian Way don't match! I cant renew my permit and now I can apply for one. Please advise. Permit application Please correct the following: Selected street doesn't match address Permit category (You mus	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
31-Jan-16	Good	Libraries	Very helpful, Thanks!	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library.html
31-Jan-16	Good	Libraries	I personally think it is a great idea to get people who are housebond as to thier age and people who have disability, if they can not visit thier library this service will be beneficial. Plus please do not shut our local libaries, ibrahim has	Thank you for your comments. We are glad that you find the home library service useful.	https://www.barnet.gov.uk/citizen-home/libraries/forms/Home-library-service-application.html
31-Jan-16	Poor	Directory Record	The information on childminders is hard to find and use effectively.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853b84ae7c2872585b55&list=true
31-Jan-16	Poor	Car Parking / Permits	risk of stealing personal information	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-cpz-maps.html
31-Jan-16	Poor	Directory Record	It's now called Potential Plus UK. They are a fantastic and supportive charity. I suggest you email Denise Yates on chiefexecutive@potentialplusuk.org and get the up to date information. Thank you.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c2872585866