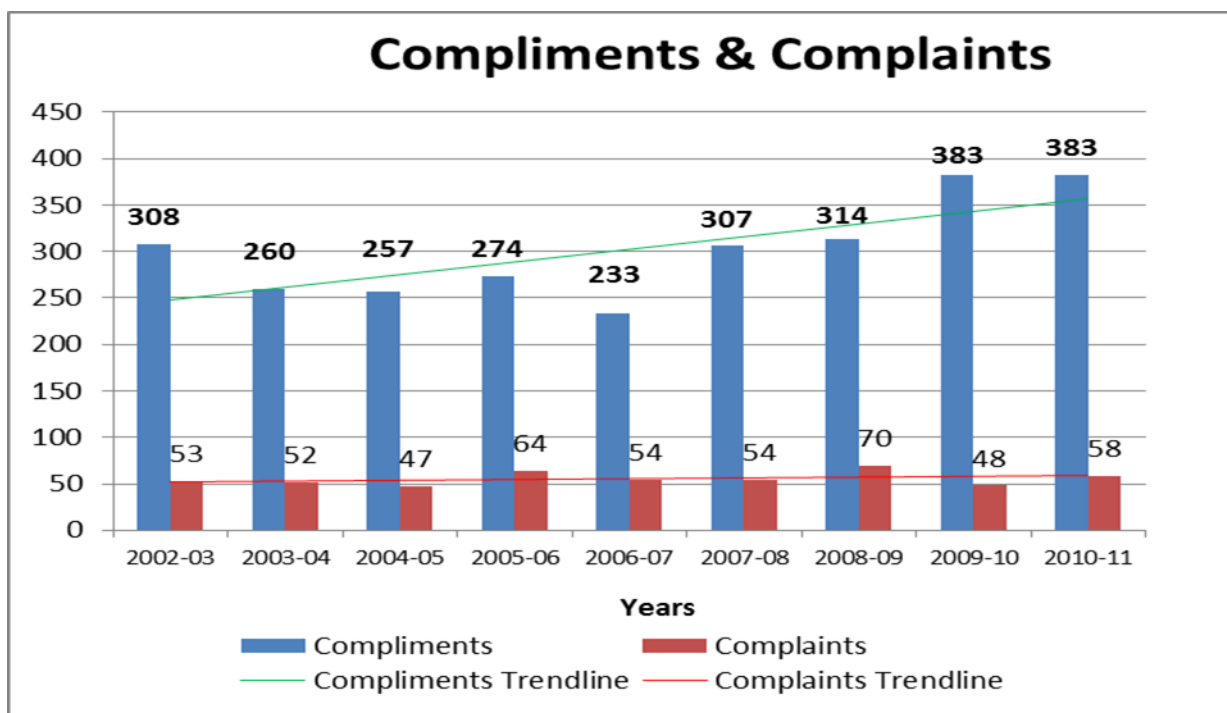


# West Yorkshire Fire and Rescue Service

## Compliments and Complaints Report 2010/11



### Compliments

The majority of compliments have arisen directly as a result of our daily interaction with the public either at incidents, visiting schools to give presentations to all year 5 children, Home Fire Safety Checks, Station visits or when providing community fire safety education throughout local communities. A breakdown of the areas that the compliments refer to is given below.

#### Compliments by type 2010/11

Commercial Visit	1
Fire Prevention	59
Fire Prevention – Home Fire Safety Checks	38
Fire Protection	1
Fundraising	19
Incident	75
Other	87
School Visit	44
Station Visit	53
Training	6
<b>Total</b>	<b>383</b>

## Complaints

Following a full and complete investigation, 55 complaints have been resolved at Stage 1, two progressed to Stage II and one progressed to Stage III with a total of 23 of these complaints upheld. A breakdown of the number of complaints along with the category it relates to is given below:

### Complaints by Category 2010/11

Attitude	11
Driving	9
Fire Prevention	13
Fire Protection	2
Incident	0
Off Duty	4
On Duty	2
Operational	7
Premises	1
Procedure	3
Recruitment	1
Request for Information	2
Station	2
Training	1
<b>TOTAL</b>	<b>58</b>

All complaints are dealt with in a consistent manner, being fully investigated with appropriate remedial action taken as necessary. After the complaint procedures have been concluded, if it is appropriate for remedial action to be considered, changes have been implemented and the details of such instances are given below:

#### Details of remedial action taken following receipt of a complaint

Complainant, attending Fire Service Headquarters for the Summer Gala, saw a parked car with two dogs in the back that looked severely distressed. Informed a steward on the gate, explaining the RSPCA stance on leaving dogs in cars and the steward went off to tell someone. Was concerned this was not a very good image for the emergency services which uses dogs in their work. Station Manager investigated and has advised that we have made the decision that no dogs (except for police and assistance/guide dogs) will be allowed on site at future events. In addition, emergency service staff will patrol vehicles parked in the immediate vicinity of Headquarters at regular intervals, to monitor for the welfare of animals if left in vehicles. Complainant happy with decision.

Station received an anonymous letter complaining about the noise coming from the station on the recently held Charity Fun Day. Complainant felt the live band was too loud and asked for consideration when planning future events. Station Commander arranged for delivery of leaflets and letters to local residents apologising for the noise on the day.

During an incident at a neighbouring property the door to the complainant's business had been forced open and he was not notified. The complainant was contacted and the complaint resolved. The incident to be discussed at the debrief and a learning point for all is to highlight any unsecured premises as part of our response activity on the relevant form.