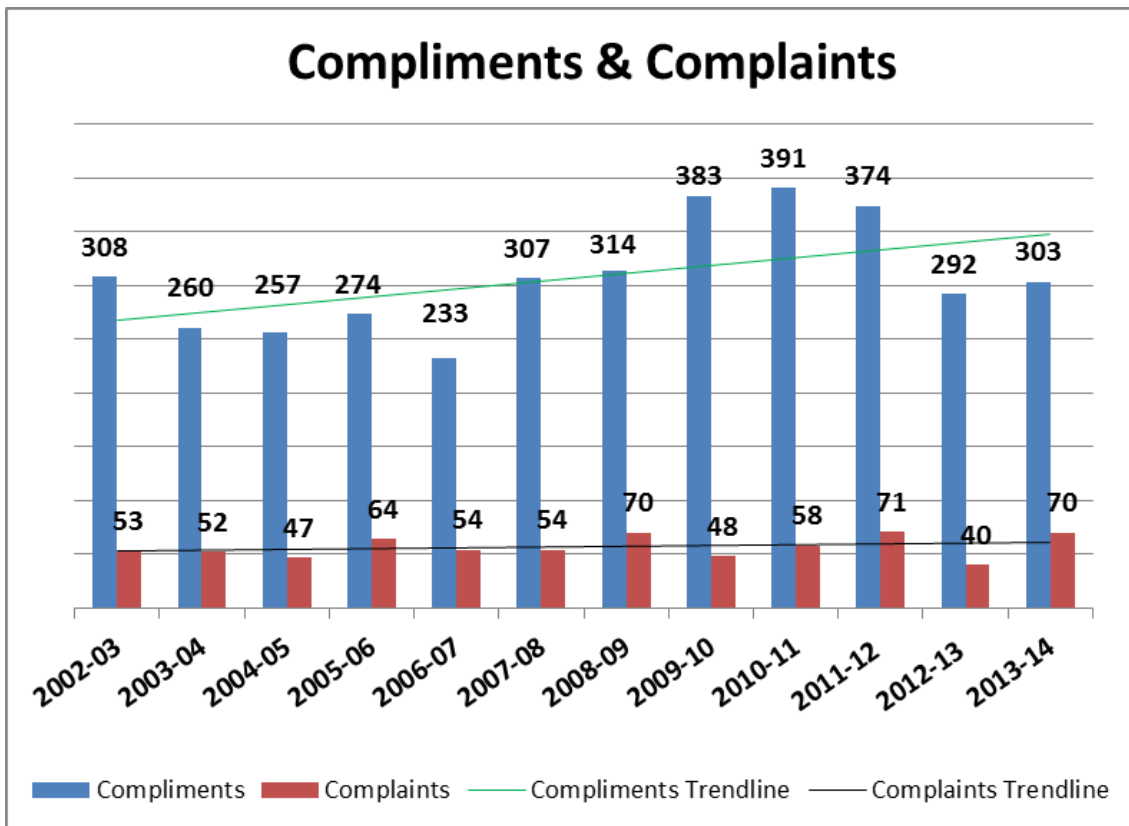


West Yorkshire Fire and Rescue Service
Compliments and Complaints Report 2013/14



Compliments

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

Compliments by category 2013/14

Fire Prevention	18
Fire Protection	3
Fundraising	15
Home Fire Safety Check	26
Incident	106
Other	67
School Visit	31
Station Visit	30
Training	7
Total	303

Complaints

Following a full and complete investigation 59 complaints were resolved at Stage 1, four progressed to Stage 2, three were withdrawn by the complainant and four were attributed to a third party organisation. 23 of the complaints were upheld with appropriate remedial action taken where necessary. A breakdown of the number of complaints along with the category it relates to is given below:

Complaints by category 2013/14

Attitude	9
Driving	6
Fire Prevention	5
Fire Protection	1
Off Duty	10
On Duty	3
Operational	14
Premises	8
Procedure	7
Recruitment	1
Smoke Alarm	3
Station	3
Total	70