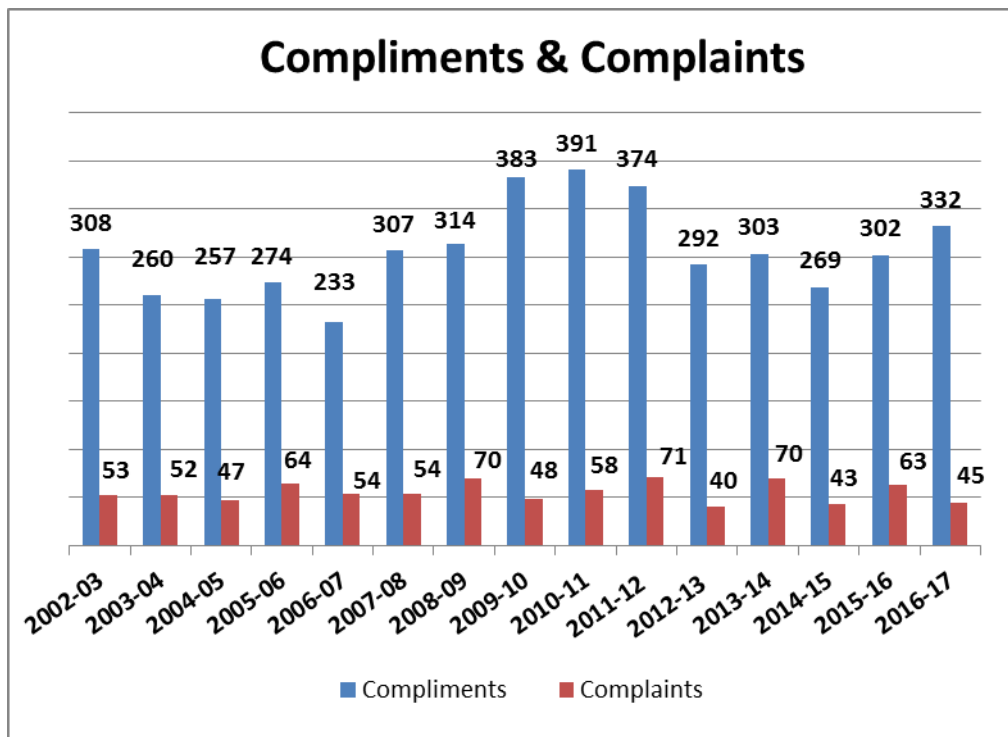


# West Yorkshire Fire and Rescue Service

## Compliments and Complaints Report 2016/17



### 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 2016/17

Fire Prevention	14
Fire Protection	4
Fundraising	23
Home Fire Safety Check	30
Incident	116
Other	81
School Visit	20
Station Visit	37
Training	7
<b>Total</b>	<b>332</b>

## Complaints

Following a full and complete investigation 38 complaints were resolved at Stage 1 and two progressed to Stage 2. Two other complaints were withdrawn and three were attributed to a third party organisation. 23 of the complaints were upheld with appropriate remedial action taken where necessary.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 2016/17

Attitude	6
Driving	8
Fire Prevention	9
Off Duty	5
On Duty	2
Operational	9
Other	3
Procedure	1
Information	1
Training	1
<b>Total</b>	<b>45</b>