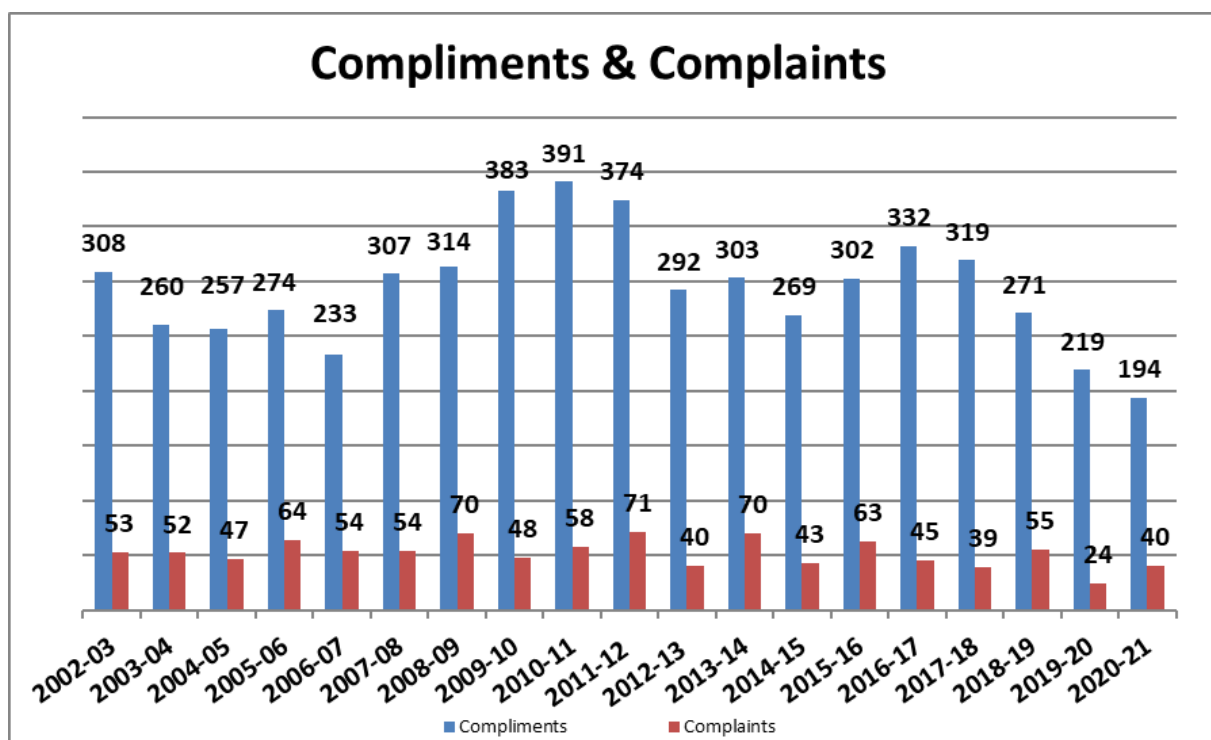


## West Yorkshire Fire and Rescue Service Compliments and Complaints Reports 2020/21

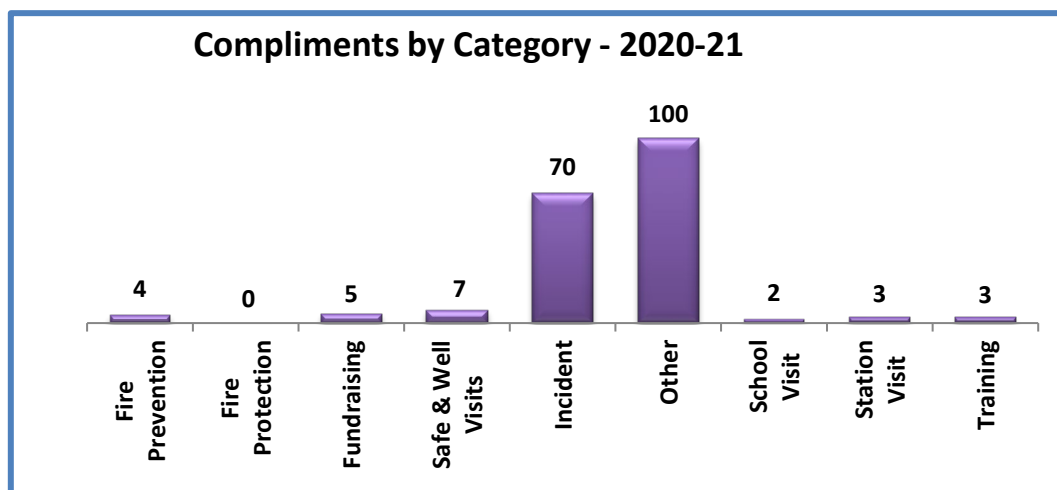
The graph below summarises West Yorkshire Fire and Rescue Service (WYFRS) performance compared to previous years' figures. During the period 1 April 2020 to 31 March 2021 WYFRS received 194 compliments, which is lower than the 219 received during the previous year.

WYFRS received 40 complaints during the 12-month period 2020/21 compared with the 24 complaints received during 2019/20.



### Compliments

The majority of the 194 compliments received have arisen directly as a result of daily interaction with the public and local communities. A breakdown of the areas the compliments referred to is given below:



# Complaints

Following a full and complete investigation of the 40 complaints received in 2020/21, 19 were upheld. 39 complaints have been resolved at Stage I to the satisfaction of the complainant with one progressing to Stage II. All complaints are dealt with in a consistent manner, being fully investigated with appropriate remedial action taken where necessary. A breakdown of complaints by type is given below:

