

## Appendix 1

Unique Ref	Date of Complaint	How was the complaint received	Relevant Department	Comment	Response within target timescale (Y/N)	Action taken and outcome	Date Closed
CMT 01.21	23/04/21	Complaint form	Service Delivery	Complaint against the crew which damaged a door whilst assisting NWAC forced entry.	Yes	The Station Manager called and wrote to the complainant to explain the actions were taken from the request of North West Ambulance Service.	28/05/21
CMT 02.21	04/05/21	Phone / Email	Covid-19	Complaint against a newspaper report which mentioned that the Fire Service were "knocking on doors asking people to get the job".	No	The Group Manager submitted a corporate response to the complainant once approved.	15/06/21
CMT 03.21	06/05/21	Phone	Service Delivery	Complaint against the conduct of a firefighter during an incident.	Yes	The Station Manager spoken directly to the complainant. She was satisfied with the response taken.	03/06/21
CMT 04.21	10/05/21	Email	Covid-19	Complaint against a newspaper report which mentioned that the Fire Service were "knocking on doors asking people to get the job".	No	The Group Manager submitted a corporate response to the complainant once approved.	15/06/21
CMT 05.21	21/05/21	Phone	Service Delivery	Complaint relating to the complainant's lock being damaged following a forced entry.	Yes	The Station Manager called the complainant and arranged a locksmith appointed by facilities to repair the lock.	21/05/21
CMT 06.21	16/06/21	Complaint form	Service Delivery	Complaint against the conduct of a crew following an incident involving a garden fire	Yes	The Station Manager emailed to apologise for miscommunication.	14/07/21
CMT 07.21	16/06/21	Complaint form	N/A	Complaint against the driver of a fire appliance driving recklessly.	Yes	The Governance Officer required further information from the complainant for the investigation. The complainant did not respond.	14/07/21
CMT 08.21	16/06/21	Phone	Covid-19	Complaint relating to the conduct of a advocate following a safe and well visit.	Yes	The Station Manager contacted the complainant who agreed for the Station Manager to investigate the complaint without their involvement.	28/07/21
CMT 09.21	28/06/21	Email	Service Delivery	Complaint regarding the conduct of a firefighter.	Yes	The Station Manger contacted the complainant for further information and advised an investigation was underway.	26/07/21
CMT 10.21	18/08/21	Email	Service Delivery	Complaint regarding an allegation against firefighters for not wearing their seatbelts.	Yes	A response was provided to the complainant by the Head of Service Delivery outlining the Service's stance on the use of seatbelts in operational vehicles.	15/09/21
CMT 11.21	06/09/21	Email	HR	Complaint relating to comments posted online from an employee.	No	The Station Manager advised he contacted the individual and the matter had been dealt with.	04/10/21
CMT 12.21	09/09/21	Email	Service Delivery	Complaint regarding a dissatisfactory response to fire in a block of apartments	Yes	The Governance Officer emailed a letter response from the Station Manager which explained that any issues needed to be reported to the managing agent.	07/10/21
CMT 13.21	20/09/21	Email	Service Delivery	Complaint against crews allegedly not complying with Covid restrictions whilst in Wales	Yes	The Group Manager emailed the complainant to advise that he had spoken to the crews involved to remind them of the differing Covid restrictions between England and Wales.	18/10/21
CMT 14.21	21/09/21	Email	Protection	Complaint regarding lack of response following a report of a fire risk at a local business premise.	Yes	The Group Manager advised that a fire protection inspector had visited the complainant and visited the business premises in question. The complainant was satisfied with the response.	28/09/21
CMT 15.21	17/10/21	Email	Service Delivery/ Communications	Complaint against personal information being in the possession of insurance handlers following a recent incident.	Yes	The Governance Officer provided a response to the complainant to assure that no personal information was shared with insurance handlers and a link to incident information available on the Service website.	14/11/21
CMT 16.21	26/10/21	Email	Service Delivery	Complaint against a forced entry incident at the complainant's mother's property.	Yes	The Station Manager explained the circumstances of the incident and apologised for an inconveniences caused. The complainant was satisfied with the response.	29/10/21
CMT 17.21	03/11/21	Email	Communications	Complaint against being unable to take photographs on station whilst other members of the public had posted photos online.	Yes	The Area Manager explained that Service's stance on members of the public visiting fire stations during the pandemic and suggested the photos in question were taken previously.	17/12/21
CMT 18.21	02/12/21	Email	Service Delivery	Complaint against crews that unexpectedly arrived at the complainant's property to conduct a safe and well visit.	Yes	The Station Manager responded to the complainant using the standard corporate response for safe and well visits.	30/12/21

CMT 19.21	04/12/21	Email	Service Delivery	Complaint made following an unsatisfactory thematic inspection which took place in the complainant's business premises.	Yes	The Station Manager responded to the complainant however the complainant was not initially satisfied with the response. The Area Manager spoke informally to the complainant over the phone and the complainant require no further response from the Service.	17/12/21
CMT 20.21	09/12/21	Phone	Prevention	Complaint against safety advocate that unexpectedly arrived at the complainant's property to conduct a safe and well visit which subsequently made her late to an appointment.	Yes	The Station Manager called the complainant to apologise for the safe and well visit interrupting an appointment. The complainant was satisfied with the response and the Service revisited the property to install alarms as requested by the complainant.	09/12/21
CMT 21.21	12/01/22	Email	Human Resources	Complaint against the selection process for the recruitment of wholetime firefighters.	Yes	The Group Manager advised that a Station Manager had investigated and contacted the complainant who wished not to progress the complainant further.	12/01/22
CMT 22.21	18/01/22	Email	Human Resources	Complaint against the selection process for the recruitment of wholetime firefighters.	Yes	The Senior Business Partner provided a response which explained the selection process of wholetime recruitment. The complainant requested further clarity and the Senior Business Partner provided a further response and offered a phone call.	08/03/22
CMT 23.21	27/01/22	Email	Service Delivery	Complaint against crews that conducted an unannounced thematic inspection.	Yes	The Station Manager called the complainant to discuss his concerns and apologise. The complainant was satisfied with the response received.	03/02/22
CMT 24.21	13/02/22	Email	Protection	Complaint relating to a historic fire investigation at a commercial premises.	Yes	The Area Manager responded to advise there was no record of the premises and to provide further information. Further information was provided and the Group Manager responded to advise the matter should be dealt with by another agency.	31/03/22
CMT 25.21	14/02/22	Email	Service Delivery	Complaint against crews that conducted an inspection at the complainant's business premises.	Yes	The Station Manager responded and offered to meet with the complainant if unsatisfied with the response. The Station Manager met with the complainant at their store.	18/02/22
CMT 26.21	15/03/22	Email	Service Delivery	Complaint against the number of nuisance call outs to the complainant's address.	Yes	The Station Manager responded to explain how call outs were made and to consult the police to advise further.	22/04/22
CMT 27.21	24/03/22	Email	Protection	Complaint relating to the fire risks associated with the building maintenance at a residential apartment building.	Yes	The Fire Safety Inspector responded to advise the concerns raised were matters for the building management company and he forwarded the complainant's concerns onto the company.	11/05/22

## Appendix 2

Unique Ref	Date of Complaint	Details of Complaint	Details of response sent by HOD	Date of response sent by HOD	Within target timescale	Date Closed
Comp 01.21	23/11/21	The complainant contacted the Service following an incident at their property which led to the back door breaking during a forced entry.	Following an investigation conducted by the Group Manager and Station Manager, the Head of Service Delivery responded to the complainant to advise the actions taken during the incident were proportionate and in line with training. Assistance was offered to the complainant and a post incident report was sent to the complainant to claim on insurance.	06/12/21	Yes	06/01/22

## Appendix 3

Unique Ref	Date of Compliment	How was the compliment received	Compliment	Relevant Department	Department Notified of Compliment
Comp 01.21	15/06/21	Letter	Compliments were given to the crew that organised a fundraising event for The Joshua Tree.	Service Delivery	Yes
Comp 02.21	17/06/21	Complaints form	Compliments given to the crew that assisted an unwell member of the public.	Service Delivery	Yes
Comp 03.21	16/07/21	Phone	Compliments given to the advocate who fitted a fire alarm and under pillow alerter.	Prevention	Yes
Comp 04.21	06/08/21	Website feedback	Compliments were given to the crews at Lymm and Birchwood who attended an incident involving an engine fire on the M6.	Service Delivery	Yes
Comp 05.21	20/08/21	Email	Compliments were given to the crew who attended an incident at Macclesfield General Hospital.	Service Delivery	Yes
Comp 06.21	13/09/21	Email	Compliments were given to Chester White Watch for supporting Firefighter Dodd from West Yorkshire FRS in her charity bike ride.	Service Delivery	Yes
Comp 07.21	11/11/21	Telephone	Compliments were given to the Safety Advocate who fitted a smoke alarm.	Prevention	Yes
Comp 08.21	27/12/21	Email	Compliments were given to the Safety Advocate who fitted a smoke alarm.	Prevention	Yes