

INFORMAL COMPLAINTS DATABASE 2022 - 23

Appendix 1

Unique Ref (CMT)	Date of Complaint	How was the complaint received	Relevant Department	Comment	Response within target timescale (Y/N)	Action taken and outcome	Date Closed
CMT 01.22	02/04/22	Telephone	Service Delivery	Forced entry incident in Crewe.	Yes	The Station Manager attempted to make contact with the complainant to resolve the issue. Voicemail messages left. No phone call was received from the complainant. Complaint closed after no further contact (28 days).	31/04/22
CMT 02.22	07/04/22	Telephone	Service Delivery	Complainant called last Friday very unhappy about a solicitor's letter which they claim held defamatory information regarding their business.	Yes	Station Manager left messages to see if the complaint could be resolved. No further contact received. Complaint closed after no further contact (28 days).	05/05/22
CMT 03.22	11/05/22	Email	Service Delivery	Inconsiderate driving by a CFRS van driven through a very large puddle.	No <sup>1</sup>	The driver could not be identified, and no action could be taken. Complainant informed.	15/06/22
CMT 04.22	26/05/22	Email	Service Delivery	Dangerous driving in a fire appliance.	No <sup>2</sup>	A thorough investigation into the complaint was conducted, and it does not appear that there was a Cheshire Fire and Rescue Service Fire Engine in the area at the time stipulated. Complainant informed.	23/06/22
CMT 05.22	30/05/22	Email	Prevention	Email not responded to after 14 days regarding fire advice at the Decks in Runcorn.	Yes	Group Manager contacted the complainant to explain the issues at the property are responsibility of the management company. Closed confirmation received 16/06/22.	16/06/22
CMT 06.22	10/06/22	Email	Prevention	Why forced entry to a door when they could have forced a key safe	Yes	Station Manager looked into the complaint and discussed the actions taken with the complainant.	14/06/22
CMT 07.22	05/07/22	Email	Prevention	Safe and Well booklet printed with the incorrect room temperature for over 65s.	Yes	Confirmed to the complainant that this was a printing error and offered to send them a new copy. The complaint was closed after no further contact.	02/08/22
CMT 08.22	11/07/22	Phone Call	Prevention	Complaint about a person who came to her house to complete a HSA and fit smoke alarms.	Yes	Station Manager called the complainant and she no longer wished to pursue the complaint.	13/07/22

CMT 09.22	22/07/22	Email	Service Delivery	Disposing of water bottles at incidents.	Yes	Protection Manager raised the issue at Station Managers Group meeting, and raised the issue whilst at both incidents directly with Ops crews. It was also flagged on the Ops De-Brief form.	04/08/22
CMT 10.22	04/08/22	Phone Call	Fleet / Prevention	Employee texting while driving.	N/A <sup>3</sup>	The employee was identified and details passed to her line manager to action. The manager confirmed that a discussion had taken place and a log of it kept on file.	03/10/22
CMT 11.22	08/08/22	Email	Service Delivery	A fire that took place outside the complainant's pallet yard.	Yes	The service delivery manager met the complainant to resolve the issue. Complaint closed.	05/09/22
CMT 12.22	08/08/22	Email	Service Delivery	Use of sirens in the early morning hours.	Yes	The Station Manager advised the complainant of the duty of care to other road users when responding to emergencies especially as the Fire Station is situated at a junction. The Station Manager has made the Watches aware of the issue.	12/08/22
CMT 13.22	14/08/22	Email	Service Delivery	Lock damaged due to gaining access to put out a log fire.	Yes	Whilst the Service considers that appropriate action was taken regarding the fire and does not accept liability; as a goodwill gesture a sum was paid for a replacement lock.	31/10/22
CMT 14.22	15/08/22	Email	Prevention	Vehicles parked under cladding wall at The Decks.	Yes	Group Manager followed this up with the management company for the flats. This is the management company's responsibility.	22/09/22
CMT 15.22	16/08/22	Email	Protection	Fire hydrant cover not replaced correctly by a company.	Yes	The fire hydrant cover has been checked. It is not a hydrant adopted by the fire service. The cover has been closed as much as possible and the occupier notified. Occupier encouraged to contact external company that had been using the hydrant.	17/08/22

CMT 16.22	21/09/22	Email	Service Delivery	Lights left on overnight on Poynton Fire Station training tower.	Yes	The Station Manager contacted the complainant and agreed a local solution should the event occur again. This has given him some confidence and a fail-safe should the lights be forgotten about again.	03/10/22
CMT 17.22	01/11/22	Email	Communication	False information on a social media post regarding a person's injuries.	Yes	The Station Manager replied with a full explanation and full apology.	15/11/22
CMT 18.22	23/11/22	Email	Service Delivery	No contact by the Service after a hedge fire was put out.	Yes	Details of the police number were given to the complainant.	25/11/22
CMT 19.22	17/12/22	Email	Service Delivery	House keys given to the landlord of the property next door.	Yes	Station Manager agreed that a mistake was made and that the officer in charge of the incident was spoken to, to ensure this did not happen again.	21/12/22
CMT 20.22	17/01/23	Email	HR/Finance	Retirement gift not received.	No <sup>4</sup>	The retirement gift was sent and a covering email sent from HR	07/03/23
CMT 21.22	31/01/23	Email	Prevention	No response to booking a safe and well visit for her mum.	Yes	Safe and well visit completed by the prevention team	08/02/23
CMT 22.22	20/02/23	Email	Service Delivery / HR	Unprofessional aggressive behaviour at a road traffic collision attended by the Service, Cheshire Constabulary and North West Ambulance Service.	No	Investigated as an HR issue, and dealt with through the disciplinary process. Should not have been logged as a complaint.	06/06/23
CMT 23.22	27/02/23	Email	Service Delivery	Fire engine sirens being deployed at 3:30am.	Yes	The Station Manager explained the issue, and has informed the Watches involved to be mindful in the early hours	12/04/23
CMT 24.22	22/03/23	Email	Health & Safety	Stone chipped her windscreen when a fire engine drove passed.	Yes	Claim rejected. The Service would need conclusive evidence that Cheshire Fire and Rescue Service caused the damage to the vehicle windscreen.	31/03/23
CMT 25.22	23/03/23	Email	Fleet Services	Misuse of a service vehicle.	Yes	No action required. It was not a misuse of a fire service vehicle.	24/03/23

CMT 26.22	25/03/23	Phone Call	Service Delivery	Damage to a house door following forced entry.	Yes	The Watch Manager has re-visited the complainant and discussed the repair and his complaint. His main concern was the lock was not the same and there was very minor damage. The replacement lock was comparable to neighbouring properties. The Watch Manager is happy and that initial actions were taken with the intention to save life.	20/04/23
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**Explanatory note for response timescales not met**

Note <sup>1</sup> - CMT 03.22 - Unable to identify the vehicle driver without information of the vehicle registration. All possible departments were contacted, and no investigating officer could be identified. Once all possibilities were exhausted, the Governance Officer provided a response.

Note <sup>2</sup> - CMT 04.22 - The investigating officer developed Covid and was unable to complete the investigation in the target timescale. They kept the complainant informed of the delay and followed the correct procedure.

Note <sup>3</sup> - CMT 10.22 - The complainant wished to remain anonymous, and no contact details were provided to give an update. The complaint investigation was conducted and complied with policy.

Note <sup>4</sup> - CMT 20.22 - The investigation was conducted by Finance and HR departments. There was a lack of updates from either team to the Complaints mailbox and lack of communication between the departments. A response was drafted but had not been sent to the complainant by either department. The Governance Officer sent the response on their behalf after the target timescale.

FORMAL COMPLAINT DATABASE 2022-23

Appendix 2

Unique Ref (COMP)	Date of Complaint	Details of Complaint	Details of response sent by HOD	Date of response sent by HOD	Within target timescale	Date Closed
COMP 01.22	14/09/22	Complaint about Station Managers fire investigation.	This has now been concluded and additional information considered, and he is satisfied that the finding from the original fire investigation, in that the most probable cause of this incident was accidental, is correct and that the fire investigation conducted by Station Manager was thorough and proper.	28/11/22	Group manager spoke to the complainant on 14/09 to explain the timescale for investigating this complaint, the complainant was happy with this explanation.	28/11/22

**COMPLIMENTS DATABASE 2022 -23**

Appendix 3

Unique Ref (Compliment)	Date of Compliment	How was the compliment received	Compliment	Relevant Department	Department Notified of Compliment
Compliment 01.22	05/04/22	Email	Thank you for the quick and professional way you and your team dealt with the fire in our neighbours house yesterday.	Service Delivery	Yes
Compliment 02.22	24/04/22	Email	Assistance given to person who had had a fall.	N/A	No
Compliment 03.22	05/05/22	Email	Installing fire angel smoke alarms.	Prevention	Yes
Compliment 04.22	11/05/22	Email	Fitting of smoke alarms.	Prevention	Yes
Compliment 05.22	19/05/22	Facebook	Firefighter interacting with the public outside Widnes Market.	Prevention	Yes
Compliment 06.22	15/06/22	Email	Forced entry, the crew were professional and showed compassion.	Service Delivery	Yes
Compliment 07.22	21/06/22	Email	Happy with smoke alarm replacement.	Prevention	Yes
Compliment 08.22	12/07/22	Email	Met with firefighter outside Matalan with the fire engine. They were extremely polite, attentive and spoke clearly to his son (whom they had correctly deduced was autistic).	Service Delivery	Yes
Compliment 09.22	20/07/22	Email	Rescue of a kitten stuck in the wall.	Service Delivery	Yes
Compliment 10.22	21/07/22	Phone	Phoned to express her thanks to us for the service we provide.	Service Delivery	Yes

Compliment 11.22	22/07/22	Email	Professionalism and hard work at farm fire.	Service Delivery	Yes
Compliment 12.22	12/08/22	Email	Thanks for professionalism at a combine harvester and field fire adjoining golf club.	Service Delivery	Yes
Compliment 13.22	06/09/22	Email	Cubs visit to Chester Fire Station.	Service Delivery	Yes
Compliment 14.22	01/10/22	Email	Professionalism of the crew called out to her elderly neighbour.	Service Delivery	Yes
Compliment 15.22	05/11/22	Email	Safety check - Customer received excellent advice and useful tips, potentially saving energy as well as increasing level of safety.	Prevention	Yes
Compliment 16.22	02/12/22	Email	Inspirational day provided at Northwich Fire Station.	Service Delivery	Yes
Compliment 17.22	23/12/22	Email	Thanks to Warrington Fire Brigade Green Watch who have just attended our house (chimney fire).	Service Delivery	Yes
Compliment 18.22	26/01/23	Social Media	Thanks for gaining entry and help with the patient.	Service Delivery	Yes
Compliment 19.22	23/02/23	Email	Thanks for kindness and professionalism when cutting the lady out of her car after road traffic collision.	Service Delivery	Yes
Compliment 20.22	28/02/23	Rated Page	Husband's zip stuck on his anorak, dealt with professionally and respectfully.	Service Delivery	Yes
Compliment 21.22	10/03/23	Email	Fire safety advice given.	Protection Department	Yes

Compliment 22.22	22/03/23	Email	Safe and Well visit for a faulty battery, a copy of informative and excellent booklet and gave several helpful safety tips, some of which not aware of.	Prevention Department	Yes
Compliment 23.22	29/03/23	Email	Kind and helpful when car tyre burst into flames.	Service Delivery	Yes