

# CHESHIRE FIRE AUTHORITY

**MEETING OF:** GOVERNANCE AND CONSTITUTION COMMITTEE  
**DATE:** 5<sup>th</sup> JULY 2023  
**REPORT OF:** DIRECTOR OF GOVERNANCE  
**AUTHOR:** ANDREW LEADBETTER

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**SUBJECT:** COMPLIMENTS AND COMPLAINTS ANNUAL  
REPORT 2022-23

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## Purpose of Report

1. To provide Members with information about compliments and complaints, relating to the Service, received during the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

## Recommended That:

- [1] the information regarding compliments and complaints received during the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023 be considered and noted.

## Background

2. Since 2010 the Service has recorded three categories: informal complaints, formal complaints (those that cannot be resolved informally at the first attempt) and compliments.
3. The Compliments and Complaints Procedure (the Procedure) has been reviewed on a regular basis to identify improvements. Officers reviewed the Procedure in November 2021 and some small updates were made. The Procedure can be found on the Service's website via the following link: [Compliments and Complaints Procedure](#).

## Information

4. The Procedure contains a two-tier approach to complaints. The Service aims to resolve all complaints received at initial contact, classifying them as informal. If the initial response does not bring about a satisfactory resolution, the complainant is asked if they wish the complaint to be escalated, when it becomes a formal complaint.

## Statistics for 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023

5. The statistics for 2022-23 are:

- i. Formal Complaints - 1
- ii. Informal Complaints - 26
- iii. Compliments - 23

## Performance Comparison

6. Comparison of the overall numbers is a crude indicator because of the relatively low numbers. The comparison figures for the past five reporting periods are presented below:

	2022-23	2021-22	2020-21	2019-20	2018-19
<b>Formal complaints</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>
<b>Informal complaints</b>	<b>26</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>20</b>
<b>Compliments</b>	<b>23</b>	<b>8</b>	<b>86</b>	<b>42</b>	<b>48</b>

7. Appendix 1 to this report provides brief details of the informal complaints received and whether they have been dealt with within the timescales set out in the Procedure. Appendix 2 provides a summary of the formal complaint. Appendix 3 summarises the compliments received.

8. The following observations may be helpful:-

- (a) The complaints cover a range of issues with the vast majority being resolved quickly and on occasion resulting from a misunderstanding. The nature of complaints received can be categorised into key areas as follows: Communication (5); Conduct (2); Driving Service vehicles (7); Incident (7); Prevention (3); and Protection (2).
- (b) As you would expect, the compliments received all related to the Service's departments that have direct interaction with members of the public. They related to: Conduct of staff (1); incident response (11); prevention activity (6); and public engagement (5).

## Financial Implications

10. There are no financial implications arising from this report.

## Legal Implications

11. There are no legal implications arising from this report.

## **Equality & Diversity Implications**

12. There are no equality and diversity implications arising from this report.

## **Environmental Implications**

13. There are no environmental implications arising from this report.

## **BACKGROUND PAPERS: NONE**

Appendix 1 – Informal Complaints recorded

Appendix 2 – Formal Complaint recorded

Appendix 3 – Compliments recorded