

# 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:** REVIEW OF CORPORATE COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

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## Purpose of Report

1. To enable Members to review the Corporate Compliments and Complaints Policy and Procedure.

## Recommended:

That Members consider the Corporate Compliments and Complaints Policy and Procedure and provide feedback on any changes they deem necessary.

## Background

2. The Corporate Compliments and Complaints Policy and Procedure was previously reviewed in November 2021. It is attached as Appendix 1 to this report.

## Information

3. The Corporate Compliments and Complaints Policy and Procedure has operated well, by large, for a number of years.
4. Officers have considered the document to establish whether it needs to be updated or improved. Apart from changing one reference made and correcting a few typographical errors, the document appears to be fit for purpose; indeed, it is comprehensive if rather lengthy.
5. Officers have identified a need to raise awareness of the Corporate Compliments and Complaints Policy and Procedure to ensure those handling complaints are operating as per the policy and procedure. Officers will promote the policy and procedure, once approved, in the staff newsletter 'The Green' and run awareness training sessions aimed at those handling complaints.

## **Financial Implications**

6. There were no financial implications identified within the report.

## **Legal Implications**

7. There were no legal implications identified within the report.

## **Equality and Diversity Implications**

8. There were no equality and diversity implications identified within the report.

## **Environmental Implications**

9. There were no environmental implications identified within the report.

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BACKGROUND PAPERS: NONE**