

CHESHIRE FIRE AUTHORITY

MEETING OF: GOVERNANCE AND CONSTITUTION COMMITTEE
DATE: 10th JULY 2024
REPORT OF: DIRECTOR OF GOVERNANCE
AUTHOR: ANDREW LEADBETTER

SUBJECT: COMPLIMENTS AND COMPLAINTS ANNUAL
REPORT 2023-24

Purpose of Report

1. To provide Members with information about compliments and complaints, relating to the Service, received during the period 1st April 2023 to 31st March 2024.

Recommended That:

- [1] the information regarding compliments and complaints received during the period 1st April 2023 to 31st March 2024 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. The Governance and Constitution Committee reviewed the Procedure in July 2023. 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 1st April 2023 to 31st March 2024

5. The statistics for 2023-24 are:

- i. Formal Complaints

- 3

- ii. Informal Complaints - 17
- iii. Compliments - 24

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:

	2023-24	2022-23	2021-22	2020-21	2019-20
Formal complaints	3	1	1	1	3
Informal complaints	17	26	27	30	31
Compliments	24	23	8	86	42

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 complaints. 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 (2);
 Conduct (2);
 Driving vehicles (1);
 Forced entry (5);
 Incident (5);
 Protection (2);
 and Other (3)

- (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 (7);
 Protection activity (2);
 and public engagement (3).

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