

Appendix 1 - INFORMAL COMPLAINTS DATABASE 2023 - 24

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 01.23	05/04/23	Email	Service Delivery	The complainant was woken at 5:30am in the morning by a fire crew who had stopped outside the house using the water hydrant. Blue flashing lights were on all the time they were there.	Yes	SM gave an apology and full explanation of the crews actions. He has spoken to the crew and asked them to be more considerate in future.	16/04/23
CMT 02.23	11/04/23	Email	Service Delivery/ H&S	The individual was being billed by a third party after CFRS forced entry to his property. CFRS advised at the time they would pay for the damage.	Yes	SM spoke to the complainant and informed him CFRS will pick up the cost for the repair to his property. He is happy with the resolution. The invoice from Rapid Secure has been sent through to Finance for payment.	24/05/23
CMT 03.23	26/04/23	Email	Service Delivery	The complainant's car had been damaged whilst a crew were tackling a fire.	No ¹	CFRS have initiated a liability claim process. The claim will be process by our Fire & Rescue Indemnity Company (FRIC)	17/05/23
CMT 04.23	26/04/23	Telephone	Service Delivery	Complaint received regarding an invoice the complainant has received for boarding up her window after an incident.	No ²	CFRS have forced entry at NWS request, and it remains for the homeowner to pay boarding up costs. The complainant has been advised.	17/05/23
CMT 05.23	07/05/23	Email	Service Delivery	The complainant complained about noise coming from Chester Fire Station.	Yes	SM updated the four Watch Managers who lead the four teams at Chester emphasising the need to ensure that noise levels that emanate from the station do not affect the local residents	10/05/23
CMT 06.23	29/05/23	Email	Service Delivery	A complaint received regarding the Union Flag flying at the Crewe Fire station being both frayed and faded and looks extremely dishevelled. The complainant would like to have it replaced, quickly, with a new one.	Yes	The flag was replaced.	30/05/23
CMT 07.23	11/09/23	Email	Service Delivery	A complaint regarding driving by an officer on the way to the fire station to go to an incident. The driving displayed was a combination of poor decision making, speed and recklessness that could have caused a significant incident.	No ³	The staff member was spoken to and apologised profusely for their actions. SM replied to the complainant and also explained why the firefighter was not on site at the time.	28/09/23

CMT 08.23	25/10/23	Email	Service Delivery	The complainant struck a large metal object in the roadway left by a crew who were attending a vehicle fire at Trident Retail Park.	Yes	H&S Manager initiated an insurance claim and sent all of the details to the claimant.	26/10/23
CMT 09.23	28/11/23	Phone	Protection	Complaint about the Service unexpectedly conducting a site specific risk inspection.	Yes	SM has spoken to the complainant and reassured him regarding the reason for the visit.	22/12/23
CMT 10.23	28/11/23	Phone	Protection Department	Complaint received regarding imminent concerns for life safety and why it was necessary for CFRS to be at the premises.	Yes	SM met with the complainant, he was content with the explanation and rationale for why CFRS issued notices. The complainant also confirmed that the matter had been dealt with.	06/12/23
CMT 11.23	11/12/23	Email	Service Delivery	Entry was forced into a property as concern for welfare. The complainant is extremely unhappy in respect of how her property has been left, she reports there to be two vulnerable persons at the address and my complainant states that the address is covered in broken glass and that she has cut herself already trying to tidy it up.	Yes	SM spoke to a representative from NWS and explained the incident and the outcome, the complaint was closed.	11/01/23
CMT 12.23	10/12/23	Email	Service Delivery	A complainant was not happy with how long it took the fire department to get to Abbeygate student accommodation. The fire alarm was going off for 30 minutes before a fire engine turned up and the station is only round the corner.	Yes	SM explained to the complainant that on this occasion the crew from Chester was unavailable and therefore a fire engine from another fire station further away was deployed. Our crews are often called out to incidents across the county and there are occasions where it is necessary to deploy crews from fire stations outside of the local area.	13/12/23
CMT 13.23	22/12/23	Phone call	Service Delivery	The complainant advised that they had to spend money on putting the place right following a forced entry. The complainant wasn't in the property at the time of the incident, but there is a key safe. The complainant also said she doesn't know why they broke in.	Yes	This complaint has be raised via a number of channels (Prevention, OPA, Comms, NWS). GM has liaised with NWS and they are dealing with the complaint. From a CFRS perspective the compliant is closed.	08/01/24

CMT 14.23	19/01/24	Phone call	Comms / Protection	Householder complained at the way the cause of the fire was reported.	Yes	Head of Communication and a GM visited the wife and the landlord's partner. As agreed, an update was put on the local Warrington Fire Station Facebook channel concerning the fire.	16/02/24
CMT 15.23	17/02/24	Email	Service Delivery	A complaint was received regarding Sat 17 /2/24 at 6 am Ormiston way flats in Congleton. A fire engine was flashing its lights and engine left running. The light was shining in my bedroom.	Yes	SM emailed the complainant apologising for the noise and lights that have impacted sleep and explained the incident/reason for being there.	21/02/24
CMT 16.23	20/02/24	Phone call	Service Delivery	A complaint was received regarding a visit to Nantwich Fire Station. The complainant was told he could visit the station however, when he arrived he was informed that he could not have a tour due to health and safety.	Yes	SM has spoken with the complainants support worker and advised it could be re booked to have a tour around Nantwich fire station, or visit during one of CFRS open days at fire stations within Cheshire.	20/02/24
CMT 17.23	28/03/24	Phone Call	Service Delivery	A complaint was received regarding the service forcing entry to the home whilst the complainant was not at home and the carers had been cancelled. He was not happy that the crew broke the window to gain entry.	Yes	SM explained the situation to the complainant. The call came in via Ambulance following carers getting in touch to say they couldn't gain entry to property. The complainant was referred to his insurance company and referred this back to the carer company.	30/04/24

Explanatory note for response timescales not met

Note ¹	CMT 03.23	The investigation was conducted by the Health and Safety Manager and SM. There was a lack of updates from either team to the Complaints mailbox and lack of communication between the departments. The Governance Officer escalated the lack of response to the complainant to the Assistant Chief Fire Officer. The final response was sent by the Health and Safety Manager after the target timescale.
Note ²	CMT 04.23	The investigation was delayed due to the complainant not answering calls or responding to messages and also due to the investigating officer communicating with NWAS/Cheshire Police. The SM spoke to the complainant at length and she accepted the response and agreed that there was no further action for Cheshire Fire.
Note ³	CMT 07.23	The investigation was delayed due to the individual in question being on Annual Leave.