

## Appendix 2 - FORMAL COMPLAINT DATABASE 2023-24

Unique Ref (COMP)	Date of Complaint	Details of Complaint	Details of response sent by HOD	Within target timescale	Date Closed
FCOMP 01.23	03/07/23	A complaint received from neighbours of a Service owned property with concerns about pets kept at the property and the risk of escape due to a broken fence panel.	The Estates team contacted the complainant and the fence was repaired. In the meantime, the occupiers of the Service's house did not let their pets into the garden unless they were on a lead.	Yes	13/02/24
FCOMP 02.23	21/11/23	A complaint was received about the behaviour of a staff member towards the complainant when she visited a residential property following a fatal incident. The complainant felt that the staff member was shouting, saying she should not be there and was allegedly filming her on his phone. She also said things had gone missing from the property. Apparently this has been reported to the Police.	SM completed a fact find following CFRS process and the complainant informed of the outcome. The complainant was happy with the process/outcome and the complaint can now be closed. No action was taken by the Police.	Yes	09/01/24
FCOMP 03.23	05/01/24	A complaint was received from a person who had sought feedback twice after being unsuccessful in gaining a firefighter job. The complainant first requested feedback from the HR team on September 5th 2023 and was still awaiting feedback.	The Head of People and Development held a virtual meeting with the complainant on 9th February to talk through the recruitment and feedback processes and to re-assure the complainant that the procedures are conducted fairly. This was followed up with a letter sent to the complainant 13th February outlining what was discussed in the meeting and closing down the complainant.	No	13/02/24