

APPENDIX 1
INFORMAL COMPLAINTS DATABASE 2016 - 17

Unique Ref	Date of Complaint	How was the complaint received	Relevant Department	Comment	Initial Response within target timescale (Y/N)	Brief Note of Action taken	Date Closed
CMT 02.16	15.04.2016	Website	Service Delivery	Complaint in relation to alleged damage at a property following attendance at an incident. Complainant seeking compensation	Yes	Station Manager emailed a response to complainant on 18.04.2016 explaining how the damage occurred (not by CFRS personnel). The complainant was satisfied with the response.	18.04.2016
CMT 03.16	18.04.2016	Visit	Service Delivery	Complaint about a neighbouring property burning timber close to properties and cars.	Yes	Letter of response sent to complainant explaining that the Service investigated the incidents mentioned by the complainant and found that the fires did not pose a risk to people, property or the environment. A Station Manager also visited the complainant to discuss the complaint and the complainant confirmed he was satisfied with the response.	28.04.2016
CMT 04.16	18.04.2016	Telephone	Service Delivery	Complaint following fire service damaging property to gain access and cost to owner of property who was unaware of incident as it was a 'hoax call'	Yes	A Group Manager telephoned the complainant after investigating the incident. He discussed the complaint and explained the fire service position in this matter. The complainant was satisfied with the response and the complaint was closed.	18.04.2016
CMT 05.16	29.04.2016	Website	Service Delivery	Complaint regarding parking and increase of traffic using Bellingham Drive, for the use of the gym at Runcorn Fire Station	Yes	All station staff and Healthy Hearts Gym partner managers contacted to inform the gym users not to park on Bellingham Drive whilst using the gym. Complainant contacted and apologised to and informed that the matter will be dealt with.	10.05.2016
CMT 06.16	11.05.2016	Telephone	Service Delivery	Complaint regarding HSA visit to his mother's property and issues with her personal alarm and burglar alarm following visit.	Yes	Complainant contacted by the Service to discuss the visit and issues. The complainant asked that the Service did not visit the property again and considered the matter closed.	20.05.2016
CMT 08.16	26.05.2016	Telephone	Service Delivery	Complaint in relation to alleged damage at a property following CFRS attendance.	Yes	Station Manager contacted the complainant to provide further information on the incident and the complainant accepted the response given. Contact details were provided for the complainant to make contact again if they wished to do so. No further contact has been received.	07.06.2016
CMT 10.16	03.06.2016	Website	Prevention	Complaint in relation to flyers through the letterbox but only put through half way.	N/A	Complaint forwarded to Prevention for info.	24.06.2016
CMT 11.16	06.06.2016	Website	Legal	Complaint received regarding the construction of the new Lymm fire station from a resident. The complainant raised concerns about the removal of trees from the site.	Yes	Complaint handed over to contractors to discuss and resolve with the complainant. No further correspondence has been received.	20.06.2016
CMT 12.16	08.06.2016	Email	Legal	Complaint received regarding speed limit outside the Lymm Fire Station and Safety centre.	Yes	The complainant was contacted and informed that the speed limit had been reduced since the transport statement was considered (as part of the planning process) and thanked the sender for raising concerns which were noted. No further correspondence was received.	22.06.2016
CMT 13.16	29.06.2016	Website	Legal	Complaint received regarding large volumes of HGVs using a narrow B road as a route to build the new station at Lymm. Concerns were raised about this being an unsuitable and unsafe route.	Yes	Established that the vehicles were travelling to a different construction site and not related to CFRS site. Complainant informed.	22.06.2016
CMT 15.16	18.07.2016	Email	Prevention	Complaint received concerning fire alarms with repeated battery failure issues.	Yes	Prevention contacted the complainant and have organised a replacement. Complainant was happy with the outcome.	19.07.2016
CMT 16.16	09.08.2016	Website	Equality & Diversity/ HR	Complaint received concerning positive recruitment methods.	N/A	Complaint forwarded to HR and the Equality and Diversity Officer. An update was made on the website to clarify that positive action is in line with equality legislation and the recruitment remains open to all members of the community.	26.08.2016

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CMT 17.16	09.08.2016	Website	Equality & Diversity/HR	Complaint received concerning positive recruitment methods.	N/A	Complaint forwarded to HR and the Equality and Diversity Officer. An update was made on the website to clarify that positive action is in line with equality legislation and the recruitment remains open to all members of the community.	26.08.2016
CMT 18.16	22.08.2016	Telephone	Protection	Complaint received concerning fire investigator not attending an incident.	Yes	Complaint forwarded to Prevention and the fire investigator involved with the incident contacted the complainant to explain why he did not attend and the conclusions that were reached from the investigation. No further correspondence received.	19.09.2016
CMT 19.16	19.08.2016	Telephone	Prevention/ Service Delivery	Complaint concerning the fitting of smoke alarms at a property, allegedly without the occupier's consent.	Yes	Complaint forwarded to a Station Manager at Runcorn who contacted complainant, removed the detectors and apologised. The Station Manager confirmed that the complaint was closed and no further correspondence was received.	12.09.2016
CMT 20.16	30.09.2016	Telephone	H&W Admin Hub	Complaint received about the handling of an enquiry made by the complainant who called the hub for advice on her smoke alarm.	Yes	The complainant was contacted for further information and an apology was sent by a Group Manager. The hub manager has spoken to the CFRS employee who took the call. No further correspondence was received.	28.10.2016
CMT 21.16	11.10.2016	Email	Communications	Complaint received concerning the distribution of the Annual Report.	Yes	The complainant was contacted by the Head of Communications who explained why the Annual Report was distributed to the public. No further correspondence was received.	08.11.2016
CMT 23.16	28.10.2016	Website	H&W Admin Hub	Complaint received involving the handling of a call by an individual at the hub. The complainant had contacted the Service for information on home safety checks.	Yes	Complaint forwarded to the admin hub manager who responded to the complainant and apologised. She advised on the criteria for home safety assessments and had given the complainant her direct number if she wishes to contact the Service further for advice. No further correspondence received.	28.11.2016
CMT 25.16	23.11.2016	Twitter / Facebook	Prevention	Complaint received concerning the eligibility criteria for home safety assessments.	Yes	A Group Manager advised the complainant on how to access the Service's home safety check page on the website. No further correspondence received.	24.11.2016
CMT 26.16	24.11.2016	Email	Protection	Complaint received concerning service delivered by a member of staff.	Yes	A Station Manager investigated the complaint and informed the complainant that the member of staff had followed protocol. No further correspondence was received.	24.12.2016
CMT 27.16	13.11.2016	Email	Service Delivery	Complaint received concerning conduct of a crew at a war memorial service in Great Sankey.	Yes	Complaint forwarded to a Station Manager who investigated the incident further and responded to the complainant. Complainant thanked SM for his response and no further correspondence has been received.	22.11.2016
CMT 28.16	27.11.2016	Email	Prevention	Complaint received concerning unexpected home safety assessment at a property in Poynton.	Yes	A Group Manager contacted the complainant and explained the protocol for home safety assessments. No further correspondence was received.	20.12.2016
CMT 29.16	02.12.2016	Twitter / Facebook	Prevention	Complaint concerning the way a CFRS vehicle was parked.	Yes	A Group Manager called the driver and requested that the vehicle be moved. Comms responded to the tweet and no further correspondence received.	13.01.2017
CMT 31.16	11.12.2016	Website	Prevention	Complaint received concerning a new smoke alarm being posted to a member of the public who was unable to fit it herself.	Yes	Complaint forwarded to Prevention who contacted the complainant and arranged for someone to fit the smoke alarms for her. No further correspondence received.	09.01.2016
CMT 33.16	22.12.2016	Email	Communications	Complaint concerning publicity that a member of the public has received after allowing the Service to publish the information of an incident she was involved with.	Yes	Communications contacted the complainant to reassure her that the Service had taken down all images from the incident from the website. An email was received from the complainant confirming that she felt the complaint had been resolved.	27.12.2017
CMT 35.16	30.01.2017	Telephone	Communications	Complaint concerning photographs on CFRS social media of an incident without permission of those who occupied the property.	Yes	Communications removed the images from the Service's website and contacted the complainant. A local paper was also contacted by the Head of Communications and they have also removed the images. The complainant was satisfied with the response.	30.01.2017

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CMT 36.16	26.01.2017	Website	Prevention	Complaint concerning delays with the application process to become a cadet leader.	Yes	Complaint forwarded to the Head of Prevention who contacted the complainant to explain the cause of the delay. The complainant was satisfied with the response and was happy to continue the process of becoming a volunteer.	30.01.2017
CMT 37.16	03.02.2017	Website	Communications and Service Delivery	Complaint concerning access to online game Sparkton (online CFRS game) and an incident at Runcorn.	Yes	Complaint concerning access to online game Sparkton - responded to by Communications. Second half of the complaint concerned an incident at Runcorn. Further information was requested from the complainant before further action was taken. No further correspondence received.	14.02.2017
CMT 38.16	15.02.2017	Telephone	Service Delivery	Complaint concerning number of vehicles in attendance at an incident and the driving of a Service vehicle.	Yes	A Group Manager contacted the complainant to discuss the incident and he was happy with their discussion. The complainant appeared satisfied with this response - no further correspondence received.	23.03.2017
CMT 39.16	11.02.2017	Website	Human Resources	Complaint concerning the pay award for 2017 for the Chief Fire Officer and Chief Executive and the Deputy Chief Fire Officer	Yes	The Head of People and Development responded to the complainant. No further correspondence received.	18.03.2017
CMT 40.16	10.02.2017	Website	Human Resources	Complaint concerning the pay award for 2017 for the Chief Fire Officer and Chief Executive and the Deputy Chief Fire Officer	Yes	The Head of People and Development responded to the complainant. No further correspondence received.	18.03.2017
CMT 41.16	20.02.2017	Website	Communications	Complaint concerning issues with accessing customer services during office hours.	Yes	Customer Services responded to the complainant to apologise for the delays he experienced and provide further info. No further correspondence received.	20.03.2017
CMT 42.16	07.03.2017	Verbally	Service Delivery	Complaint from member of the public concerning noise resulting from Ariel Appliance training at Knutsford Station.	Yes	A Watch Manager visited the complainant to discuss the complaint and apologise. The complainant was satisfied that the Service was taking their concerns seriously and did not wish to take the complaint any further.	04.04.2017
CMT 44.16	15.03.17	Telephone	Service Delivery	Complaint concerning incident assisting NWAS to gain entry to property and some damage caused to paintwork of a property.	Yes	A Station Manager spoke to the complainant who has had remedial work carried out on the property at minimal cost and wishes to take the matter no further.	16.03.2017