

APPENDIX 2
 FORMAL COMPLAINTS 2016-17

Unique Ref	Date of Complaint	How was the complaint received	Complaint	Relevant Department	Date Initial Response sent	Within target timescale	Any further details	Date Closed
COMP 01.16	07.12.2017	Letter	A number of incidents involve fires caused by white goods. Understandably, the manufacturers of the white goods sometimes challenge fire and rescue services if they have attributed the cause of a fire to a specific appliance. There is press interest in fires involving white goods. This complaint relates to a fire in a Macclesfield property which occurred in the kitchen and caused considerable damage. There was no reason to believe that the fire was caused deliberately so the fire investigation was carried out by the officer in charge at the scene. He determined that the fire was likely to have been caused by the fridge-freezer. CFRS is required to enter details of incidents on the Incident Recording System held by the Government. The press picked up on this incident and CFRS took the opportunity to raise public awareness in an interview which was then quoted in a local newspaper. The manufacturer of the appliance, the landlord's insurers and the seller of the appliance all secured independent experts reports with the intention of determining the cause of the fire. The manufacturer has been in correspondence with CFRS directly and through solicitors for some time.	Service Delivery/ Protection	Response sent: 03.02.2017	No	Officers will go into further detail at the meeting in private session.	