

INFORMAL COMPLAINTS DATABASE 2017 - 18

Unique Ref	Date of Complaint	How was the complaint received	Relevant Department	Comment	Response within target timescale (Y/N)	Action taken and outcome	Date Closed
CMT 01.17	10.04.17	Telephone	Prevention	Complaint concerning process and time taken to resolve problems with a faulty smoke alarm.	Yes	Complaint forwarded to CW&C Admin Hub Manager to contact complainant and resolve. She apologised for the delay in resolving issues with the faulty smoke alarm and explained the reason for the delay. No further correspondence was received.	08.05.2017
CMT 02.17	11.04.17	Twitter	Service Delivery	Complaint about a person stated to be wearing CFRS uniform said to be using a mobile phone whilst refuelling a vehicle.	N/A	Further details were requested from the complainant to try and identify the individual involved. As it was not a service vehicle involved it was not possible to identify the individual involved. Further images were requested from the petrol station but were not sent over. As further info was not provided this could not be investigated.	N/A
CMT 03.17	18.04.2017	Facebook	Service Delivery	Complaint concerning inability to contact anyone at Chester fire station for assistance with the removal of a ring from a finger.	Yes	A Station Manager emailed the complainant and apologised. A visit was re-arranged and the ring removed. An email with the findings from the investigation and actions being taken to resolve problems with the doorbells and phones at the station was sent to the complainant. He was happy for the complaint to be closed.	28.04.2017
CMT 04.17	12.04.2017	Email	Service Delivery	Complaint about noise from Knutsford Fire Station - "ongoing noise nuisance coming from a platform training vehicle".	Yes	Complainant contacted by a Station Manager who discussed/resolved the issue and the complainant was happy for the complaint to be closed.	02.05.2017
CMT 05.17	25.05.2017	Telephone	Prevention	Complaint about a Safe and Well visit where three firefighters attended. The complainant felt intimidated and disappointed that an appointment wasn't made in advance. They were not happy with the questions asked and felt they were quite personal. They felt that the system should be looked at to stop this happening again.	Yes	The Head of Prevention contacted the complainant to discuss the process the Service uses and the complainant felt that the issue had been resolved.	25.05.2017
CMT 06.17	25.05.2017	Email	Service Delivery	Complaint concerning driving/conduct of firefighters when attending an incident on the day of the May Day parade in Astbury.	Yes	A Group Manager investigated the concerns raised and emailed the complainant with the findings of his investigation. No further correspondence was received - complaint closed.	27.06.2017
CMT 07.17	07.06.2017	Telephone	Prevention	Complaint that a Safe and Well visit took place without prior notice.	Yes	A Lead Advocate contacted the complainant to apologise and discuss the matter with her. The complainant was satisfied with the actions taken.	07.06.2017
CMT 08.17	10.07.2017	Webpage	K/N	Complaint concerning the driving of a Service vehicle.	N/A	After investigation by the Fleet Manager and Station Managers the individual could not be identified. The complainant was informed and no further response was received.	N/A
CMT 09.17	15.07.2017	Telephone	Service Delivery	Complaint concerning the driving of a Service vehicle on the way to an incident.	Yes	A Station Manager contacted the complainant to inform him that the driver had been spoken to and apologised on behalf of the Service. The complainant confirmed that he felt that the issue had been resolved.	02.08.2017

CMT 10.17	11.09.2017	Email	Service Delivery	Complaint concerning the location of a fire engine at an incident.	Yes	A Station Manager contacted the complainant to resolve the complaint and provide further information. No further contact was received - complaint closed.	11.10.2017
CMT 11.17	29.11.2017	Webpage	Service Delivery	Complaint concerning officers attempting to deliver a Safe and Well visit.	Yes	A Group Manager contacted the complainant to inform him he had been removed from the Safe and Well address list. No further contact was received - complaint closed.	27.12.2018
CMT 12.17	22.02.2018	Webpage	Communications	Complaint concerning lack of diversity of individuals on the Service's Safe and Well brochure.	No	The Senior Communications Officer responded to the complainant and assured him that the Service were addressing this for the next time the booklet went to print. No further correspondence was received.	26.03.2018
CMT 13.17	19.03.2018	Email	Service Delivery	Complaint concerning driving of a fire appliance under blue lights through Alderley Edge.	Yes	A Station Manager contacted the complainant to discuss the incident and the complainant was satisfied with the response - complaint closed.	05.04.2018
CMT 14.17	26.03.2018	Station visit	Operational Policy and Assurance	Complaint concerning damage to a member of the public's driveway caused by a CFRS vehicle.	Yes	The Senior Hydrant Technician investigated and contacted the complainant to resolve. The complainant was happy with the initial response and was advised to contact the Service if he wanted further assistance. No further correspondence received.	23.04.2018