

FORMAL COMPLAINT DATABASE 2017-18

Unique Ref	Date of Complaint	How was the complaint received	Details of Complaint	Response to Complaint	Date initial response sent	Within target timescale	Any further details	Date Closed
COMP 01.17	12.02.2018	Email	IRMP - 'not assessed <i>all foreseeable fire and rescue related risks</i> on the basis that the Fire Authority only has a response standard for dwelling fires and road traffic collisions' and I wish to formally complain on this point.	A letter was sent by the CFO responding to explain how the Authority assesses fire and rescue related risks. Through assessing these risks the Service developed the Emergency Response Programme to respond to incidents on a risk-assessed basis. Further details of the Service's assessment of risk are contained within the Authority's IRMP from 2013-14 onwards. A further response was received.	29.03.2018	No	These complaints appear to have been linked to the review of the second fire appliances at Crewe and Ellesmere Port fire stations.	26.04.2018
COMP 02.17	12.02.2018	Email	IRMP - 'I wish to complain that you have not provided effective consultation throughout its development and at all stages of your IRMP process'.	A letter was sent by the CFO responding to explain that the Authority's IRMP 2013/14 introduced a new response standard; this was subject to consultation - independently assessed as meeting recognised standards of good practice. A further response was received.	29.03.2018	No	These complaints appear to have been linked to the review of the second fire appliances at Crewe and Ellesmere Port fire stations.	26.04.2018
COMP 03.17	12.02.2018	Email	IRMP - 'I wish to formally complain that when the Fire Authority meets on 14th February 2018 to vote on the IRMP...it does do without having considered all foreseeable risks and without ongoing effective consultation at all stages regarding the IRMP process.'	A letter was sent by the CFO explaining that the Authority considered the outcomes of the review of duty systems for the second fire engines at Crewe and Ellesmere Port fire stations on 14th February 2018. The review documented the outlined risk and activity levels, emerging risk and submissions made by a number of interested third parties. It also covered all local risks in the Crewe and Ellesmere Port areas. No further response was received.	29.03.2018	No	These complaints appear to have been linked to the review of the second fire appliances at Crewe and Ellesmere Port fire stations.	26.04.2018