

## CHESHIRE FIRE AUTHORITY

MEETING OF: GOVERNANCE AND CONSTITUTION COMMITTEE  
DATE: 3<sup>RD</sup> JULY 2019  
REPORT OF: DIRECTOR OF GOVERNANCE AND COMMISSIONING  
AUTHOR: ANDREW LEADBETTER

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SUBJECT: COMPLIMENTS AND COMPLAINTS ANNUAL  
REPORT 2018-19

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### Purpose of Report

1. To provide Members with information about compliments and complaints about the Service made during the period 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019.

### Recommended That:

- [1] the information regarding compliments and complaints made during the period 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019 be considered and noted.

### Background

2. New procedures were introduced in January 2010 with a separate record kept of those complaints resolved at initial contact. From 2010 onwards three categories have been measured: formal complaints, informal complaints (previously categorised as comments) and compliments. The reporting period was also aligned to the reporting periods for other Service information such as financial and performance data reporting i.e. from 1<sup>st</sup> April to 31<sup>st</sup> March. Data from previous years was also aligned to provide historical context.
3. Since 2010 the Compliments and Complaints Procedure (the Procedure) has been reviewed on a regular basis to identify any further improvements. Officers reviewed the Procedure in November 2017 and some small updates were made e.g. to accommodate compliments and complaints received through social media. The Procedure can be found on the Service's website via the following link: [Compliments and Complaints Procedure](#).

### Information

4. The Procedure has a two-tier approach to complaints. The Service aims to resolve all complaints received at initial contact, classifying them as informal. If the initial response does not bring about a

satisfactory resolution, the complainant is asked to submit a formal complaint.

## Statistics for 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019

5. The statistics for 2018-19 are:
- i. Formal Complaints - 3
  - ii. Informal Complaints - 20
  - iii. Compliments - 48

## Performance Comparison

6. Comparison of the overall numbers is a crude indicator because of the relatively low numbers. The comparison figures for the past five reporting periods are presented below:

	2018-19	2017-18	2016-17	2015-16	2014 - 15
<b>Formal complaints</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Informal complaints</b>	<b>20</b>	<b>14</b>	<b>34</b>	<b>28</b>	<b>38</b>
<b>Compliments</b>	<b>48</b>	<b>41</b>	<b>78</b>	<b>82</b>	<b>86</b>

7. As can be seen from the table, there has been a small increase for informal complaints and compliments during 2018-19.
8. Appendix 1 to this report provides brief details of the informal complaints received and whether they have been dealt with within the timescales set out in the Service's procedures. Appendix 2 provides a summary of the formal complaints and Appendix 3 details the compliments received. The following observations can be made:-
- (a) The complaints cover a range of issues with the vast majority being resolved quickly and on occasion resulting from a misunderstanding. The nature of complaints received can be categorised into key areas as follows: Service Delivery (16); Prevention (3); HR (1).
  - (b) One of the three formal complaints received was concerned with members of the public dissatisfied with the handling of an incident. Another was due to yellow paint being painted on a privately owned sandstone wall to mark a fire hydrant. There was only one informal complaint that had been escalated to a formal complaint which did not exceed the level of an Area Manager.

- (c) The compliments received all related to the Service's departments that have direct interaction with members of the public. They related to the Service's work within the community (22), Safe and Well visits (7) and the Service's response to incidents (19).

### **Financial Implications**

10. There are no financial implications arising from this report.

### **Legal Implications**

11. There are no legal implications arising from this report.

### **Equality & Diversity Implications**

12. There are no equality and diversity implications arising from this report.

### **Environmental Implications**

13. There are no environmental implications arising from this report.

### **BACKGROUND PAPERS: NONE**

- Appendix 1 – Informal Complaints recorded  
Appendix 2 – Formal Complaints recorded  
Appendix 3 – Compliments recorded