

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 01.18	09.05.2018	Email	Service Delivery	Complaint received regarding concerns about a summer concert taking place on Norton Lane near Dunham-on-the-hill and the access for large vehicles attending through narrow roads which are not suitable for HGVs.	No	A Group Manager contacted the complainants via a letter which provided an explanation of the Service's responsibility in relation to the event and that officers would attend the site during the event.	06.06.2018
CMT 02.18	19.05.2018	Telephone	Service Delivery	Complaint received concerning CFRS not being mobilised to a coach with a broken lift as a vulnerable passenger was stuck on the vehicle.	Yes	A Group Manager investigated and contacted the complainant with the findings. He explained that the driver who had called Control did not explain that there were vulnerable individuals on the vehicle, otherwise CFRS would have attended.	19.05.2018
CMT 03.18	29.05.2018	Email	Protection/OPA/NWFC	Complaint received concerning a call to control about a fire alarm in a café and the outcome of the call.	Yes	Head of Protection and Organisational Performance coordinated an investigation and responded to the complainant. He provided an explanation of the response to the call and actions taken by officers as a result.	26.07.2018 - escalated to formal complaint.
CMT 04.18	31.05.2018	Email	Prevention	Complaint received concerning no prior appointment being made before a Safe and Well visit to a property.	Yes	A Group Manager provided an explanation to the complainant. No further correspondence was received.	28.06.2018
CMT 05.18	20.06.2018	Telephone	Service Delivery	Complaint received regarding the response from firefighters when the complainant asked for assistance with her deaf smoke alarm.	No	Currently being followed up.	

CMT 06.18	12.07.2018	Website	Service Delivery	Complaint concerning manoeuvring of a vehicle on a members of the public's driveway after an incident without permission.	Yes	A Station Manager contacted the complainant after investigating and explained why officers had taken the actions they had. He also explained that he had spoken to the crews to ensure that permission was sought in the future.	12.07.18
CMT 07.18	06.08.2018	Email	Human Resources	Complaint concerning a HR matter - outside of the scope of the Procedure, sent to HR.	N/A	N/A	N/A
CMT 08.18	14.09.18	Email	Prevention	Complaint about unannounced home visit.	Yes	A Station Manager contacted the complainant who was happy with the information received and does not want to take this any further.	21.09.18
CMT 09.18	11.10.18	Website	IT	Complaint about the switchboard not being answered for over 40 minutes.	Yes	A Principal Officer called the complainant to discuss their concerns. The complainant then emailed to say that they were happy with the communication received.	11.10.18
CMT 10.18	23.11.18	Website	Service Delivery	Complaint about damage to door and payment to secure property.	Yes	A Station Manager contacted the complainant. The daughter of the occupant had also made a complaint to the Police. A letter was sent by the relevant Group Manager and Station Manager to the complainant on 21/12/18. No further correspondence received.	21.11.18
CMT 11.18	26.12.18	Website	Service Delivery	Complaint regarding an officer turning right into Sandbach Road coming through lights on red and pushing complainant to other side of road.	Yes	A Station Manager contacted the complainant who responded to acknowledge that he was satisfied with the action taken by the Service.	14.11.19
CMT 12.18	11.01.19	Telephone	Service Delivery	Complaint regarding manner and attitude of a member of Admin staff at CWAC Admin Hub following a telephone call regarding a broken smoke alarm.	No	An Admin Hub Manager contacted the complainant. It was arranged via a Station Manager for the watch to replace a broken smoke alarm.	08.02.19
CMT 13.18	12.01.19	Email	Service Delivery	Complaint Ellesmere Port fire station did not respond to call regarding Jackdaw Bird trapped behind an ariel fitting.	Yes	A Station Manager made contact with the complainant and they did not wish to escalate the complaint.	08.02.19

CMT 14.18	25.01.19	Telephone	Service Delivery	Complaint about noise issue when required to gain entry to a property at night. The complainant felt that the crew attending an incident next door to their property were very loud late at night, scaring her. When she tried to speak to the crew she felt that they were rude.	Yes	A Station Manager has spoken to the complainant and explained the process and nature of our work to put into context the noise issue. He confirmed that he would address the issue with the crew and would speak to the complainant again following this. The Station Manager wrote a letter to the complainant providing contact details if she would like to take the complaint further. No further contact was received.	22.02.19
CMT 15.18	27.01.19	In person	Service Delivery	Complaint about an on-call firefighter driving off from the scene of a road traffic accident. The complainant was disappointed that the firefighter did not stop to assist.	Yes	A Station Manager investigated and contacted the complainant who was satisfied with the outcomes of the investigation.	11/02/2019
CMT 16.18	09.01.19	Email	Service Delivery	Complainant said: "On the 15th of December 2018, the whole On-call staff at Macclesfield Fire Station took the night off so as to go out for Christmas drinks. This is both morally wrong and contrary to the agreement that the Macclesfield will provide 100% cover at all times, following the with-drawing of Whole time cover. This was sanctioned by the Service Manager, which in my opinion should justify the sacking of said Manager."	Yes	An Area Manager investigated and responded to the complainant on 28th January 2019. No further correspondence was received.	06/02/2019
CMT 17.18	24.02.19	Website	Service Delivery	Complaint concerning a fire alarm ringing for 40 minutes and the attitude of a firefighter towards the complainant.	Yes	A Station Manager responded to the complainant via email. The complainant responded to confirm that they were happy with the response received.	01.03.19
CMT 18.18	28.02.19	Website	Prevention	Comment on the reliability and efficiency of the versions of smoke alarms fitted into people's homes during home visits.	No	A Group Manager took the initial information and passed it to individuals in his team for their information. The Group Manager also confirmed that he would pass on the comment to Fire Angel smoke alarm company.	28.03.19

CMT 19.18	06.03.19	Website and Email	Service Delivery	Complaint about being woken up in the early hours of the morning by sirens from two fire engines on jobs.	Yes	A Watch Manager has spoken to the crew on duty on the night in question. A Station Manager responded via email to the complainant stating that the crew were complying with "Roadcraft" principles. .	22.03.19
CMT 20.18	13.03.19	Mailbox	Prevention	Complaint about a fire vehicle blocking a driveway.	Yes	An Admin Hub Manager responded to the complainant to apologise and inform them that the relevant crew had been spoken to.	22.03.19