

FORMAL COMPLAINT DATABASE 2018-19

Unique Ref	Date of Complaint	How was the complaint received	Details of Complaint	Response to Complaint	Date initial response sent	Within Target response time	Date Closed
COMP 01.18	07.07.2018	Website	The Service visited the complainant's property following a complaint from a neighbour about fires being lit in the complainant's garden. The complainant felt that the officer had pre-judged the situation and that she was "dealt with like a criminal". She claimed that the officer had asked her neighbour if they wished to call the police during their visit.	A Group Manager sent a letter to the complainant stating that he felt the officer on duty acted appropriately and welcomed further discussion if the complainant wished to take matters further. No further correspondence received.	09.07.2018	Yes	06.08.19
COMP 02.18	26.07.2018	Email	Initial informal complaint concerning a call to control about a fire alarm in a café and the outcome of the call (CMT03.18), which has been escalated to a formal complaint as the complainant was dissatisfied with the initial response received from the Service.	An Area Manager sent a letter to the complainant addressing each of her concerns in the response letter. The complainant did not respond.	31.07.2018	Yes	21.08.18
COMP 03.18	10.08.2018	Email	Complaint regarding hydrant paint applied to a privately owned sandstone wall without consent.	Hydrant Technicians visited the complainant to investigate the complaint. An apology was given and an offer made to remove the paint with a wire brush, but this was declined. The complainant was happy with the action taken by the Service and offered to maintain the area around the hydrant to enable easy identification and use.	20.08.2018	Yes	20.08.18