

APPENDIX 1: INFORMAL COMPLAINTS 2015 - 16

Unique Ref	Date of Complaint	How was the complaint received	Relevant Department	Comment	Response within target timescale (Y/N)	Brief Note of Action Taken	Date Closed
CMT 01.15	03.04.15	Email	Prevention and Protection	Complaint re fire standards at a proposed gypsy and traveller site at Cledford Hall.	Yes	Responses sent to complainant to explain that the Local Authority had responsibility for the design approval and licensing of sites. Following further correspondence to the CFO the Service responded that it remained of the view that the layout of the site complied with the appropriate guidance and therefore was not able to comment further.	12.10.2015
CMT 02.15	21.04.2015	Telephone	Service Delivery	Complaint re driving of a fire appliance deemed as being driven without due care and attention.	Yes	Complainant contacted but was not satisfied with initial response. He was provided with the details of how to make a formal complaint, but he did not wish to pursue this.	03.07.2015
CMT 03.15	09.04.2015	Email	Service Delivery	Complaint regarding a RTC incident and the restriction of access to the scene.	Yes	Officer met with complainant and discussed the firefighters actions. He was satisfied with the response received and did not wish to pursue the matter any further following the explanation given in relation to firefighters powers in an emergency to restrict access to the scene of an incident.	27.04.2015
CMT 04.15	13.05.2015	Telephone	Service Delivery	Complaint about the service referring the complainant to another partner agency following attendance at an incident at her household.	Yes	Service Delivery Manager sent a letter explaining the reason for the referral and no further correspondence was received.	30.09.2015
CMT 05.15	20.05.2015	Email	Service Delivery	Complaint about fire service vehicle parked on the verge outside address in Chester.	Yes	Officer replied to complainant to explain that he had investigated the incident and had reminded staff to follow the correct parking procedure in the future.	03.07.2015
CMT 06.15	21.05.2015	Email	Prevention and Protection	Complaint about the unreliability of the ten year battery life smoke alarms.	Yes	Officer replied to explain the national procurement process, feedback given to the supplier and changes that have been made to the products.	08.07.2015
CMT 07.15	15.06.2015	Twitter	Service Delivery	Complaint regarding the driving of a Service vehicle.	Yes	Station Manager raised issue with relevant personnel and this was confirmed to the complainant. No further correspondence received.	29.09.2015
CMT 08.15	24.06.2015	Website	Prevention and Protection	Complaint regarding initial call handling during a request for a HSA.	Yes	Officer contacted complainant to explain that he would review the content of the call and make arrangements for a HSA. Complainant was satisfied with the response.	26.06.2015

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CMT 09.15	06.07.2015	Website	Prevention and Protection	Complaint from parent following talk by fire service at her daughter's school which had left her daughter very distressed.	Yes	Lead Advocate telephoned complainant and explained content of talk provided at her daughter's primary school educating KS2 children in fire safety. No further correspondence received.	30.09.2015
CMT 10.15	17.07.2015	Email	Operational Policy and Assurance	Complaint about a vehicle travelling too fast.	Yes	Officer contacted complainant to explain that the vehicle was a driver training vehicle, practising higher speeds in response to an incident but not using blue lights as this was a training exercise.	29.09.2015
CMT 11.15	23.07.2015	Email	Principal Officers	Complaint in respect of press conferences during the Bosley incident.	Yes	The Head of Planning Performance and Communications provided a response.	29.07.2015
CMT 12.15	30.07.2015	Email	Service Delivery	Complaint about firefighters not being made available to attend a fun day despite the local crew previously agreeing to attend the event.	Yes	SM agreed that the crew could attend the event in light of additional information and reassurances from the organiser.	31.07.2015
CMT 13.15	06.08.2015	Email	Operational Policy and Assurance	Complaint regarding a service vehicle driver throwing a lit cigarette butt out of the window.	Yes	Officer e-mailed complainant and assured her that there would be an investigation into the incident. No further correspondence received.	29.09.2015
CMT 14.15	10.08.2015	Email	Comms	Complaint about the communication with residents following a fire on the M56.	Yes	The Head of Planning, Performance and Communications replied via email to explain that the Communications to residents was led by the Police. However he agreed to raise the issues at the multi agency debrief.	29.09.2015
CMT 15.15	20.08.2015	Telephone	Comms	Complaint re name and address information being released to the press.	Yes	Senior Communications Officer responded and apologised. The press release was removed from the website.	17.9.2015
CMT 16.15	29.09.2015	Website	Prevention and Protection	Complainant had received a cold call from a fire safety officer and suggested it would be appropriate to send a letter first as she lives on her own in a rural location and so refused the officer entry.	Yes	Officer responded to the complainant advising them of the current practices of officers carrying out home safety assessments in the community. No further response received.	26.01.2016

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CMT 17.15	01.10.2015	Twitter / Facebook	Service Delivery	Complaint regarding the behaviour and language of fire crew when accessing water near her house in the middle of the night in response to an incident nearby.	Yes	Station Manager responded explaining reasons for the crews re-filling the fire appliance near her house and the incident they had attended. He apologised for the noise and confirmed that he had discussed this with the crews involved. The complainant responded giving her reasons for complaining and thanked the officer for his reply.	12.10.2015
CMT 18.15	19.11.2015	Website	Prevention and Protection	Complaint regarding school Education Team visit to his daughters school in Wilmslow, child was asked to go through a mock smoke filled tent, this caused her distress and nightmares.	Yes	Head of Prevention sent email response to complainant explaining our current Key stage 2 Escape to Safety educational package. He offered one of our specialist teams to speak to the complainant's daughter. Complainant responded and matter resolved.	25.11.2015
CMT 19.15	25.11.2015	Telephone	Prevention and Protection	Complaint received from a lady who alleged she was verbally abused and intimidated by a male driver of a CFRS vehicle.	Yes	Head of Prevention telephoned complainant explaining that an investigation had taken place and the member of staff had been identified. The complainant was satisfied with the response and did not wish to take the matter further	30.11.2015
CMT 20.15	19.12.2015	Website	Human Resources	Complaint forwarded to HR to follow the relevant internal process.	n/a	Human Resources dealt with the complaint.	n/a
CMT 21.15	28.12.2015	Website	NWFC	Complaint re lack of response by fire service when called emergency line 999 for help with flooding at a property.	Yes	Investigated with NWFC to understand call history and reason for non response to incident. Response sent to complainant.	25.04.2016
CMT 22.15	13.01.2016	Twitter / Facebook	Service Delivery	Comment posted on twitter: Driver of CFRS vehicle on mobile phone whilst driving.	n/a	Email address requested to enable a response to be sent to the complainant. No further communication received.	25.04.2016
CMT 23.15	09.02.2016	Website	Human Resources/ Finance	Querying non-release of information by CFRS in relation to pension ruling.	Yes	Email response sent out on 15/2 with explanation regarding release of information by CFRS.	27.04.2016
CMT 24.15	15.02.2016	Telephone	Service Delivery	Complaint regarding fire appliances travelling too fast and without due care and attention.	Yes	Station Manager contacted the complainant regarding the incident and complainant was satisfied with the response.	18.02.2016

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CMT 25.15	15.02.2016	Website	Service Delivery	Complaint regarding sirens going off at 2am in the morning.	Yes	Following an investigation the Station Manager emailed the complainant to explain the occasions when sirens may be used. Complainant responded that they were satisfied with the response and understood the reasons provided.	23.02.2016
CMT 26.15	25.02.2016	Telephone	Prevention and Protection	Dispute with neighbour regarding use of wood burner.	Yes	Station Manager telephoned complainant following visit to property. Complainant dissatisfied with response provided and wished to raise a formal complaint, however, no further correspondence received.	25.04.2016
CMT 27.15	29.02.2016	Letter	CFRS	Complaint received regarding the flying of the LGBT Rainbow flag at Knutsford Fire Station.	n/a	No contact details to provide response.	25.04.2016
CMT 28.15	02.03.2016	Visit	n/a	Complaint regarding the way a fire service vehicle was being driven.	n/a	Officers identified that this vehicle is not a Cheshire Fire vehicle. Unable to contact complainant as no contact details available.	25.04.2016