

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 01.19	14/04/19	Email	N/A	The complainant enquired the process to make a complaint against a motorcyclist who appeared to be wearing uniform.	Yes	The Governance Officer contacted the complainant for further information. No further response received from the complainant.	13/05/19
CMT 02.19	01/05/19	Visit to Fire Station	N/A	Complaint received regarding an employee of CFRS who allegedly felled a listed tree without council consent.	Yes	The Station Manager made arrangements to visit the complainant at his property to discuss the issues surrounding his complaint.	30/05/19
CMT 03.19	13/05/19	Email	Service Delivery	Complaint received regarding access made to a vehicle which was severely damaged by firefighters.	Yes	The Station Manager contacted the complainant and crew to gain a further understanding of the incident. After liaising with the legal department, the SM sent a response via letter.	30/11/19
CMT 04.19	14/05/19	Email	Service Delivery	Complaint received against the use of sirens within a green belt area.	Yes	The Station Manager responded to the complaint to explain the policy for siren usage. No further response was received.	18/06/19
CMT 05.19	24/05/19	Email	Service Delivery	Complaint against the response of fire appliances in the south of Cheshire to incidents in north of Shropshire.	Yes	A Station Manager initially responded to the complainant to gain further information from the incident. The Station Manager liaised with NWFC and re-contacted the complainant. The complainant was satisfied with the response received.	24/06/19
CMT 06.19	08/05/19	Email	HR	Complaint concerning the working time policy and welfare for a retained firefighter within the Service.	Yes	A HR business partner responded to the complaint and discussed the firefighter's working time with the watch manager.	21/05/19
CMT 07.19	16/04/19	Letter	N/A	Complaint from a local supplier over communication with a member of staff.	Yes	A Station Manager met with the complainant to discuss the complaint further. A letter from the supplier had been sent to the Chief Fire Officer and Assistant Chief Fire Officer stating they were satisfied with the outcomes.	13/06/19
CMT 08.19	08/07/19	Feedback	Prevention / Communications	Complaint regarding the font of the Safe and Well information booklets.	Yes	A Group Manager responded to the complainant to confirm that his comments had been passed onto the Communications team and they were looking to produce booklets with larger fonts.	19/08/19
CMT 09.19	17/07/19	Email	Service Delivery	Complaint regarding a crew visiting a salon for a fire safety visit.	Yes	A Station Manager responded to the complainant to apologise and they were satisfied with the response.	22/08/19
CMT 10.19	02/08/19	Email	Training Centre	Complaint made against the noise levels of the construction work at Sadler Road and the alleged burning of cars and tyres on site.	Yes	A Station Manager rang the complainant to explain that the construction noise would reduce and that the Service does not burn cars or tyres.	04/09/19
CMT 11.19	05/08/19	Feedback	Equality and Diversity	Complaint regarding flying the rainbow flag outside Congleton Fire Station.	Yes	The Equality and Inclusion Officer emailed a response to the complainant to explain why the organisation flew the rainbow flag.	12/09/19
CMT 12.19	22/08/19	Telephone	Training Centre	Complaint regarding contractors parking along the High Street.	Yes	A Station Manager had visited the complainant in his shop to discuss the details of the complaint and emailed a response to inform the complainant action taken.	27/09/19
CMT 13.19	09/09/19	Email	Service Delivery	Complaint concerning alleged threatening behaviour from a crew whilst attending a gaining entry incident.	Yes	A Station Manager responded via email after discussing the complaint with the crews on duty that day. The complainant was not satisfied with the response received.	Escalated to formal complaint
CMT 14.19	03/10/19	Telephone	Service Delivery	Complainant had witnessed a firefighter encourage fighting between two members of the public and considered posting it on social media.	No	A Group Manager had investigated the matter and appropriately reprimanded the firefighter in question. The crew had been given guidance and support following the incident.	16/10/19
CMT 15.19	05/11/19	Email	Service Delivery/ Prevention	Complaint against the conduct of a Safe and Well visit at the complainant's property.	Yes	A Group Manager called the complainant as requested and had been in regular contact. The complainant appeared to be satisfied with the response.	09/01/20
CMT 16.19	11/11/19	Email	Protection	Complaint regarding the response to the burning of materials on a nearby farm and the lack of enforcement.	No	A Watch Manager responded to the complainant to inform them that the Service had been working with the Environmental Agency on the matter but it was ultimately the Environmental Agency who took the lead.	10/12/19
CMT 17.19	08/11/19	Telephone	Protection	Complaint regarding the number of fire inspection visits the complainant's business had received.	Yes	A Watch Manager contacted the complainant to explain the reason for the number of visits. A Fire Safety Inspector visited the complainant and no further issues were communicated.	03/12/19
CMT 18.19	16/11/19	Email	Protection	Complaint regarding the number of fire inspection visits the complainant's business had received.	Yes	A Protection Manager rang the complainant and sent a letter to summarise. The complainant was satisfied with the outcome.	28/11/19
CMT 19.19	20/11/19	Telephone	Service Delivery/ Prevention	Complaint received regarding a Safe and Well visit at the complainant's property.	No	A Group Manager called the complainant but received no reply. A letter was sent to the complainant with the Group Manager contact details.	15/01/20
CMT 20.19	06/12/19	Email	Service Delivery	Complaint received regarding the conduct of an officer whilst an inspection took place at the complainant's premises.	Yes	A Station Manager spoke to the crew on duty for their account of the events. The Station Manager called the complainant and emailed an apology.	31/12/19

CMT 21.19	14/12/19	Letter	Service Delivery	Complaint received regarding a damaged gate whilst firefighters attended an incident at the complainant's property.	Yes	Firefighters apologised to the complainant. The Station Manager kept in contact to ensure repair were complete. The complainant was satisfied with the response received.	05/02/20
CMT 22.19	25/12/19	Email	Service Delivery	Complaint received regarding damage to the complainant's vehicle.	Yes	A Station Manager investigated the matter and found there was no evidence that the appliance had damaged the complainant's vehicle.	29/01/20
CMT 23.19	17/01/20	Email	Service Delivery	Complaint received regarding concerns for the method of entry used to gain access into the complainant's father's property.	Yes	A Station Manager investigated the matter and found the complainant was not entitled to compensation. The complainant was disappointed but accept the response.	10/02/20
CMT 24.19	05/02/20	Email	Service Delivery	Complaint against an officer using a mobile phone whilst driving a Service vehicle.	Yes	A Station Manager investigated the matter and responded to the complainant. The complainant was satisfied with the response.	13/02/20
CMT 25.19	07/02/20	Email	Service Delivery	Complaint against a crew who allegedly misinformed horse owners whilst attending an incident.	Yes	A Station Manager responded to the complainant however, no further response was received from the complainant.	12/03/20
CMT 26.19	10/02/20	Email	Equality and Diversity	Complaint against the flying of a rainbow flag outside Runcorn Fire Station.	Yes	The Equality and Inclusion Officer emailed a response to the complainant to explain why the organisation flew the rainbow flag.	13/03/20
CMT 27.19	25/02/20	Email	Service Delivery	Complaint received regarding concerns of firefighter attendance at a neighbouring property.	Yes	A Station Manager responded to the complainant. The complainant was satisfied with the response.	13/03/20
CMT 28.19	16/03/20	Telephone	Admin Hub	Complaint received against a member of staff.	Yes	The Admin Hub contacted an external agency and was able to resolve the matter and the complaint was satisfied with the response received.	17/03/20
CMT 29.19	24/03/20	Email	Service Delivery	Complaint received regarding firefighter training at Nantwich Fire Station following the implementation of Government social distancing guidelines.	Yes	A Station Manager responded to the complainant to clarify the Service's position on drill nights during lockdown.	02/05/20
CMT 30.19	30/03/20	Email	Communications	Complaint received regarding a local newspaper incorrectly reporting the origin of a fire.	Yes	A Station Manager investigated and found the Watch Manager had incorrectly processed the fire report. The Station Manager apologised to the complainant.	28/04/20
CMT 31.19	30/03/20	Email	Communications	Complaint received regarding a local newspaper incorrectly reporting the origin of a fire.	Yes	A Station Manager investigated and found the Watch Manager had incorrectly processed the fire report. The Station Manager apologised to the complainant.	28/04/20