

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Comp 01.19	03/04/19	Email	The complainant requested information as to why an employment offer was withdrawn. The complainant was not satisfied with the service provided and raised a formal complaint.	The HR Business Partner responded to the complainant whilst complying with data protection requirements/subject access provisions. No further response was received from the complainant.	08/04/19	Yes	23/05/19
Comp 02.19	18/09/19	Email	Initial informal complaint (CMT 13.19) concerning the conduct of firefighters during a forced entry at the complainant's property.	The Station Manager and Group Manager had agreed to meet with the complainant to discuss the complaint further. The complainant did not confirm their availability after multiple attempts to engage with him.	18/09/19	Yes	15/11/19
Comp 03.19	05/03/20	Telephone	The complainant raised concerns about the IRMP Roadshow that was held in Chester which had finished early and was also critical of the number of roadshows in Chester in comparison to the number held in Ellesmere Port.	The Transformation Officer emailed the complainant for further information regarding the complaint. An apology was issued to the complainant and they were provided with an online survey. The complainant was satisfied with the response received.	05/03/20	Yes	10/03/20