

## CHESHIRE FIRE AUTHORITY

**MEETING OF:** GOVERNANCE AND CONSTITUTION COMMITTEE  
**DATE:** 14<sup>th</sup> JULY 2021  
**REPORT OF:** DIRECTOR OF GOVERNANCE AND COMMISSIONING  
**AUTHOR:** ANDREW LEADBETTER

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**SUBJECT:** COMPLIMENTS AND COMPLAINTS ANNUAL  
REPORT 2020-21

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### Purpose of Report

1. To provide Members with information about compliments and complaints, about the Service, received during the period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021.

### Recommended That:

- [1] the information regarding compliments and complaints received during the period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021 be considered and noted.

### Background

2. Since 2010 the Service has recorded three categories: informal complaints, formal complaints (those that cannot be resolved informally at the first attempt) and compliments.
3. The Compliments and Complaints Procedure (the Procedure) has been reviewed on a regular basis to identify improvements. Officers reviewed the Procedure in November 2019 and some small updates were made. The Procedure can be found on the Service's website via the following link: [Compliments and Complaints Procedure](#).

### Information

4. The Procedure contains a two-tier approach to complaints. The Service aims to resolve all complaints received at initial contact, classifying them as informal. If the initial response does not bring about a satisfactory resolution, the complainant is asked if he/she wishes to escalate the matter when it becomes a formal complaint.

## Statistics for 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021

5. The statistics for 2020-21 are:

- i. Formal Complaints - 1
- ii. Informal Complaints - 30
- iii. Compliments - 86

### Performance Comparison

6. Comparison of the overall numbers is a crude indicator because of the relatively low numbers. The comparison figures for the past five reporting periods are presented below:

	2020-21	2019-20	2018-19	2017-18	2016-17
<b>Formal complaints</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>
<b>Informal complaints</b>	<b>30</b>	<b>31</b>	<b>20</b>	<b>14</b>	<b>34</b>
<b>Compliments</b>	<b>86</b>	<b>42</b>	<b>48</b>	<b>41</b>	<b>78</b>

7. As can be seen from the table, there has been a significant increase in compliments during 2020-21 and small reductions for formal and informal complaints compared to the previous year.

8. Appendix 1 to this report provides brief details of the informal complaints received and whether they have been dealt with within the timescales set out in the Procedure. Appendix 2 provides a summary of the formal complaint. Appendix 3 summarises the compliments received.

9. The following observations may be helpful:-

- (a) The complaints cover a range of issues with the vast majority being resolved quickly and on occasion resulting from a misunderstanding. The nature of complaints received can be categorised into key areas as follows: Communication (1); Construction (2); Covid-19 Breaches (4); Equality and Diversity (1); Estates (1); Human Resources (1); Protection (1); Prevention (2); Service Delivery (18); and Staff Welfare (1).
- (b) The formal complaint received was concerned with the response of the service when attending an alleged burning of waste incident.
- (c) The compliments received all related to the Service's departments that have direct interaction with members of the public. They

related to: Covid-19 activity (33); fundraising efforts (1); the Service's response to incidents (28); Safe and Well visits (6), Protection activity (1); and the Safety Central facility (17).

### **Financial Implications**

10. There are no financial implications arising from this report.

### **Legal Implications**

11. There are no legal implications arising from this report.

### **Equality & Diversity Implications**

12. There are no equality and diversity implications arising from this report.

### **Environmental Implications**

13. There are no environmental implications arising from this report.

### **BACKGROUND PAPERS: NONE**

Appendix 1 – Informal Complaints recorded

Appendix 2 – Formal Complaint recorded

Appendix 3 – Compliments recorded