

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 01.20	05/04/20	Email	Service Delivery	Complaint regarding an unsilenced AFA.	Yes	The Station Manager emailed the complainant with information from the protection team to inform the complainant.	06/06/20
CMT 02.20	12/04/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager discussed the matter with the complainant and the firefighter apologised to the complainant	15/04/20
CMT 03.20	13/04/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager emailed the complainant to advise him on safe burning practises in his garden.	19/05/20
CMT 04.20	17/04/20	In person	Estates and Facilities	Complaint relating to the work completed at Runcorn Fire Station.	Yes	The Watch Manager and construction manager issued more guidance to the builders. The complainant was satisfied with the measurers taken.	17/04/20
CMT 05.20	20/04/20	Email	Service Delivery	Complaint relating to an alleged breach of social distancing restrictions and blocking of public footpath.	Yes	The Station Manager provided a response to the complainant. The complainant queried the accuracy of evidence provided. The Station Manager responded with further evidence.	01/06/20
CMT 06.20	26/04/20	Email	Service Delivery	Complaint regarding the use of sirens in close range of residential houses.	Yes	The Station Manager emailed the complainant to inform him the crews were taking local residents into consideration when using the siren.	07/06/20
CMT 07.20	04/05/20	Email	Prevention	Complaint regarding issues accessing the Covid-19 volunteering application form.	Yes	The Volunteers Manager emailed the complainant to apologise for the issue he encountered.	11/06/20
CMT 08.20	19/05/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	N/A	The Governance Officer requested further information from the complainant to complete investigation. No response received.	18/07/20
CMT 09.20	02/06/20	Email	ISG	Complaint regarding contractor parking on the public highway.	Yes	The Station Manager called and emailed the complainant to inform them of the actions taken with ISG to prevent repeated incidents.	09/07/20

CMT 10.20	12/06/20	Email/ Phone	Comms	Complaint relating to a social media post made without permission.	Yes	The Station Manager called to state the actions that had been taken which included the removal of the social media post.	17/07/20
CMT 11.20	22/07/20	Email	Service Delivery	Complaint regarding the use of sirens in close range of residential houses.	Yes	The Station Manager responded to explain the Service siren usage policy and advised crews to take caution.	02/09/20
CMT 12.20	03/08/20	Email	Prevention	Complaint relating to lack of support during a conduct investigation.	Yes	The Group Manager provided a written response to the complainant.	11/09/20
CMT 13.20	07/08/20	Email	Service Delivery	Complaint regarding the welfare of an employee operating shift system used to cover Wilmslow Fire Station.	Yes	The Station Manager discussed the actions taken since the complaint was raised. The complainant was satisfied with the response.	07/08/20
CMT 14.20	14/08/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager discussed the complaint with the crew involved. A response was provided to the complainant via email and twitter	26/08/20
CMT 15.20	20/08/20	Telephone / Letter	Service Delivery	Complaint relating to the Service's policy to attend incidents across county boarders.	Yes	The Station Manager provided a detailed explanation for the complainant's concerns using information from North West Fire Control.	07/10/20
CMT 16.20	11/09/20	Email	Equality and Inclusion	Complaint relating to the rainbow flag outside Poynton Fire Station.	Yes	The Station Manager advised the complainant of the flag policy and the Service's dedication to inclusivity.	04/11/20
CMT 17.20	25/09/20	Email	Service Delivery	Complaint regarding area coverage following an incident.	Yes	The Station Manager explained the reasons for appliance attendance and asked the complainant for further information to the incident referred.	04/11/20
CMT 18.20	05/10/20	Telephone	Service Delivery	Complaint relating to the attendance of appliances from Tarporley and Chester to an incident in Maplas.	Yes	The Station Manager called the complainant following information received from NWFC.	11/11/20
CMT 19.20	22/10/20	Email	Protection	Complaint relating to the communication between a staff member regarding work to the complainant's accomodation.	Yes	The Station Manager emailed the complainant with a response and explained that the concerns raised should be addressed to the property owner.	01/12/20
CMT 20.20	22/10/20	Telephone	Service Delivery	Complaint regarding the use of sirens during unsociable hours.	Yes	The Station Manager emailed a response to the complainant to inform him of the siren policy and advise staff to be mindful when using the siren.	09/12/20

CMT 21.20	20/11/20	Letter	Service Delivery	Complaint regarding the lack of communication following an insurance claim.	Yes	The Station Manager sent a letter to the complainant advising that his insurance claim was being processed by the legal department.	24/12/20
CMT 22.20	23/11/20	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager issued an apology and the complainant was satisfied with the response.	10/12/20
CMT 23.20	11/12/20	Email	OPA	Complaint relating to an alleged breach of social distancing restrictions.	Yes	The Group Manager responded to say the investigation concluded that the officers were following tier 2 guidelines	13/01/21
CMT 24.20	30/12/20	Email	Service Delivery	Complaint regarding damage to the complainant's lawn whilst a crew attended an incident.	Yes	The Group Manager arranged for ground maintenance to fix the damage in the complainant's garden.	02/03/21
CMT 25.20	21/01/21	Phone	Service Delivery	Complainant relating to a hose tap left on following attendance to an incident at the complainant's property.	Yes	The Station Manager provided a response to the complainant and the Service offered to pay for any increase in water bills.	02/03/21
CMT 26.20	22/01/21	Email	Service Delivery	Complaint relating to the conduct of a firefighter.	Yes	The Station Manager investigated and responded to the complainant via email.	25/03/21
CMT 27.20	27/01/21	Phone	Service Delivery	Complaint regarding alleged reckless driving.	Yes	The Station Manager had tried to contact the complainant a number of occasions. No response received.	10/03/21
CMT 28.20	02/02/21	Email	Prevention / Covid response	Complaint relating to the conduct of a firefighter whilst providing at home swabbing.	Yes	Further information was requested by the complainant to identify the person in question. No response received.	03/03/21
CMT 29.20	27/02/21	Email	HR	Complaint regarding an alleged breach of COVID restrictions from a member of staff.	Yes	The Station Manager investigated the complaint and found the member of staff to have not breached restrictions.	27/03/21