

Unique Ref	Date of Complaint	How was the complaint received	Details of Complaint	Response to Complaint	Date of response sent by HOD	Within Target response time	Date Closed
COMP 01.20	03/08/20	Phone/ Email	The complainant was not satisfied by the response received from the fire service following a report of burning toxic waste near the complainant's employment. The complainant reported that he was not satisfied with the conduct of the crew and that they had spoken about the report to the complainant's employer.	The Group and Watch Manager investigated the complaint. The Group Manager responded to the complainant. No further response received.	03/09/20	Yes	01/10/20