

CHESHIRE FIRE AUTHORITY

MEETING OF: GOVERNANCE AND CONSTITUTION COMMITTEE
DATE: 10th NOVEMBER 2021
REPORT OF: DIRECTOR OF GOVERNANCE AND COMMISSIONING
AUTHOR: ANDREW LEADBETTER

SUBJECT: REVIEW OF COMPLIMENTS AND COMPLAINTS PROCEDURE

Purpose of Report

1. To provide Members with details of the recent review of the Compliments and Complaints Procedure.

Recommended That:

- [1] the review of the Compliments and Complaints Procedure be noted.

Background

2. Since 2010 the Compliments and Complaints Procedure (the Procedure) has been reviewed on a regular basis to identify any further improvements. Officers last reviewed the Procedure in November 2019 and some small updates were made which included reference to the latest data protection legislation, further clarification on the timescales within the procedure and an amended Equality Monitoring Form.

Information

3. The Procedure has recently been reviewed by officers and it is believed that no amendments are necessary to the current Procedure. The Procedure is attached in this report as Appendix 1.

Financial Implications

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

Legal Implications

5. There are no other legal implications arising from this report.

Equality & Diversity Implications

6. The information collected on the Equality Monitoring Form will be used to determine whether there are any trends in the complaints and compliments made about the Service which are relevant to equality of opportunity in the treatment of its customers.

Environmental Implications

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

BACKGROUND PAPERS: NONE

Appendix 1 – Compliments and Complaints Procedure