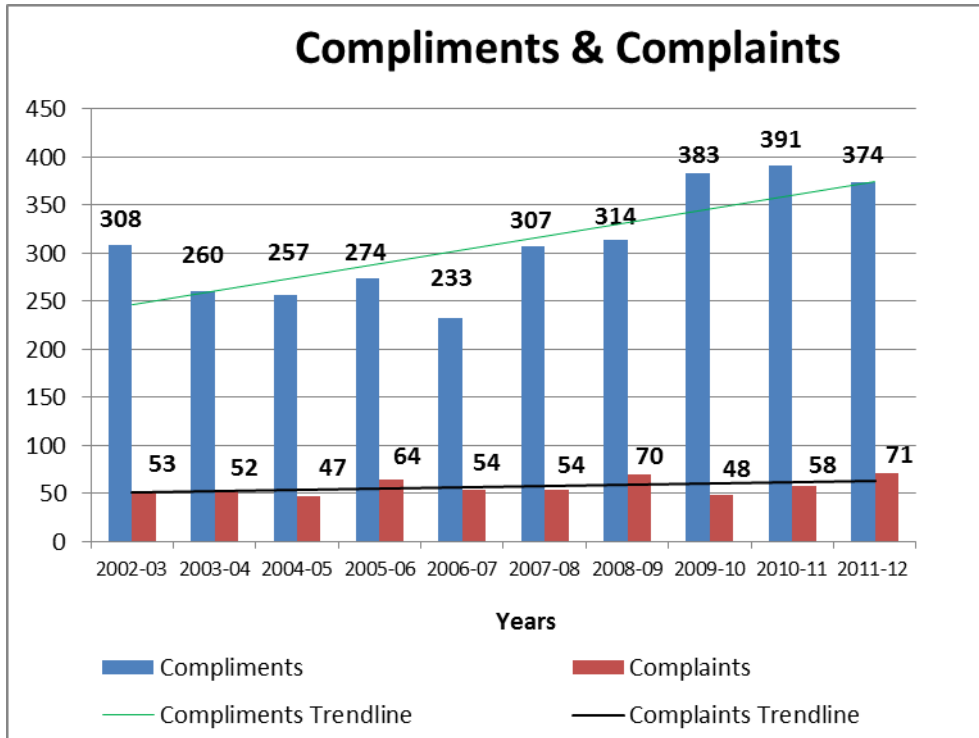


West Yorkshire Fire and Rescue Service

Compliments and Complaints Report 2011/12



Compliments

The majority of compliments have arisen directly as a result of our daily interaction with the public either at incidents, visiting schools to give presentations to all year 5 children, Home Fire safety Checks, Station visits or when providing community fire safety education throughout local communities. A breakdown of the areas that the compliments refer to is given below.

Compliments by category 2011/12

Commercial Visit	0
Fire Prevention	52
Fire Protection	4
Fundraising	21
Home Fire Safety Check	31
Incident	79
Other	103
School Visit	37
Station Visit	39
Training	8
Total	374

Complaints

Following a full and complete investigation fifty-nine complaints were resolved at Stage I, two progressed to Stage III, seven were withdrawn by the complainant and three were attributed to a third party organisation, twenty of the complaints were upheld. A breakdown of the number of complaints along with the category it relates to is given below.

Complaints by Category 2011/12

Attitude	20
Driving	6
Fire Prevention	8
Fire Protection	4
Off Duty	4
On Duty	0
Operational	14
Premises	3
Procedure	6
Recruitment	0
Information	2
Station	2
Training	2
TOTAL	71

All complaints are dealt with in a consistent manner, being fully investigated with appropriate remedial action taken as necessary. After the complaint procedures have been concluded, if it is appropriate for remedial action to be considered, changes have been implemented and details of such instances are given below.

Details of remedial action taken following receipt of a complaint
Following a complaint regarding a bleeping battery in a smoke alarm it was found that this was a hard wired alarm in a private residence. Reaffirmed with operational and fire prevention staff that they deliver the message to occupants of private dwellings that hard wired smoke alarms are not the responsibility of the Fire service.
Email issued to all personnel in Bradford district after a complaint about flyers posted on lamp posts advertising charity car wash, to not post flyers outside the station grounds.
After an incident when a wheat sack ignited which was attributed to human error, a complaint was received as these wheat sacks were being sold without instructions. This issue was reported to Trading Standards to investigate.
Complaint regarding standard of driving resulted in Driving School reiterating acceptable driving standards.
Complaint regarding driver attitude when edging an appliance through faulty traffic lights resulted in contact with Local council as these lights had been out of operation for some time. Also Station Commanders asked to reinforce the Officers Code of Conduct and remind crews how to conduct themselves.
Station Commander monitored and implemented control measures after resident near station complained about increased noise due to testing of appliance audible warning devices in early morning and evenings.