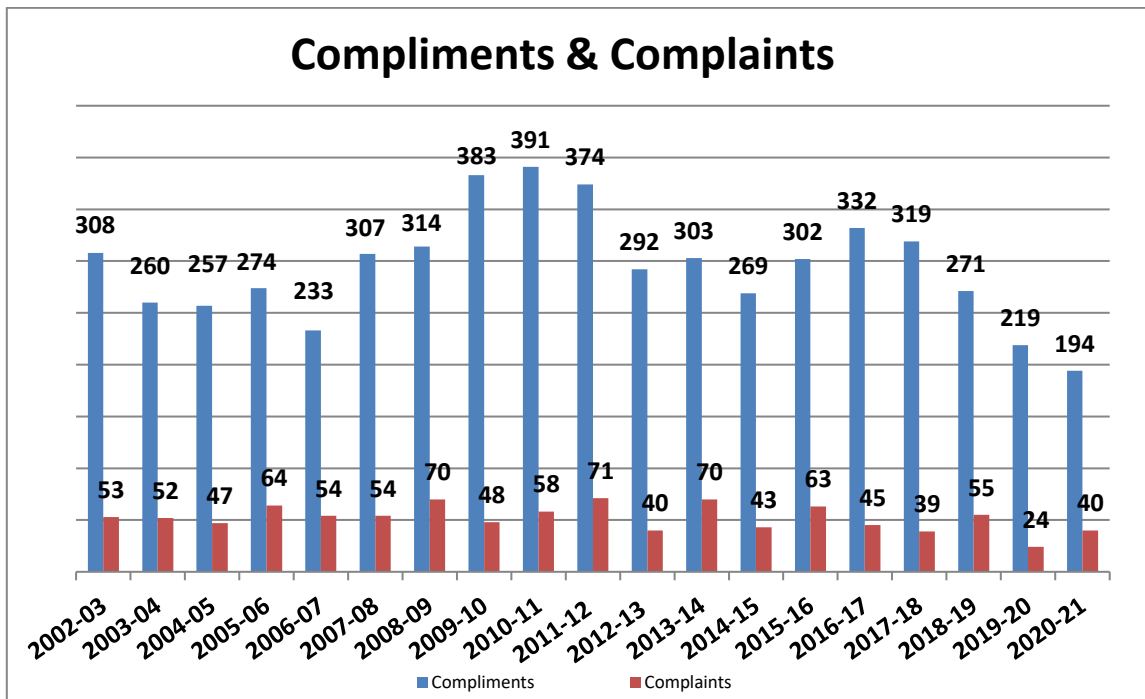
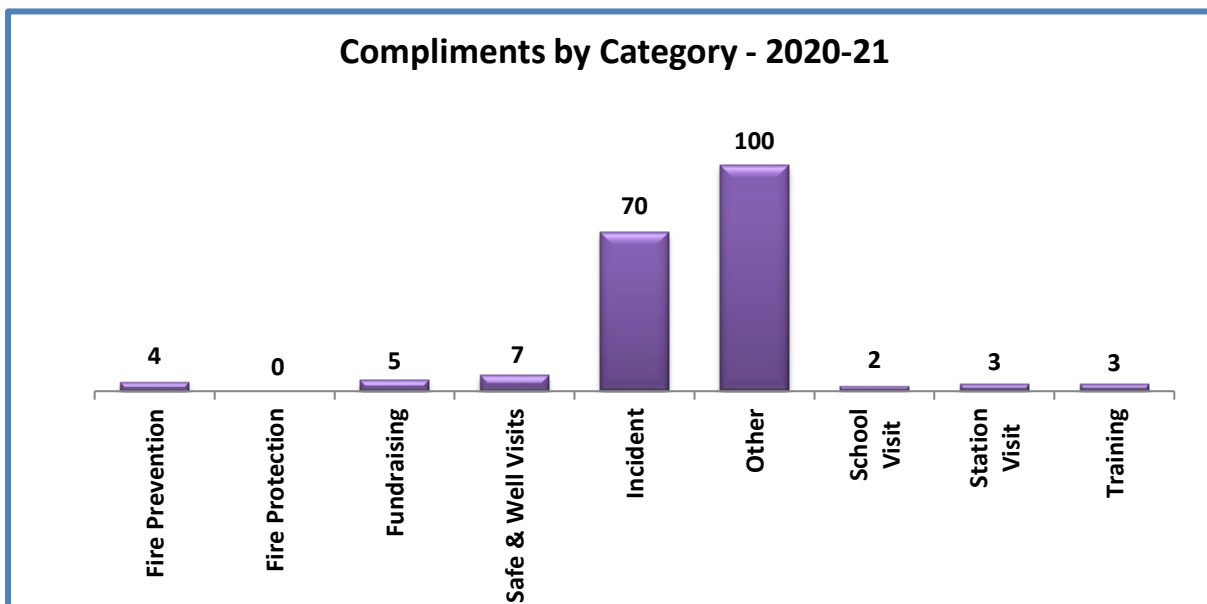


West Yorkshire Fire and Rescue Service Compliments and Complaints Reports 2020/21



Compliments

The majority of the 194 compliments received have arisen directly as a result of daily interaction with the public, either at incidents or when providing community fire safety education throughout local communities. A breakdown of the areas the compliments referred to is given below:



Complaints

Following a full and complete investigation of the 40 complaints received in 2020/21, 19 were upheld. 39 complaints have been resolved at Stage I to the satisfaction of the complainant with one progressing to Stage II. All complaints are dealt with in a consistent manner, being fully investigated with appropriate remedial action taken where necessary. A breakdown of complaints by type is given below:

