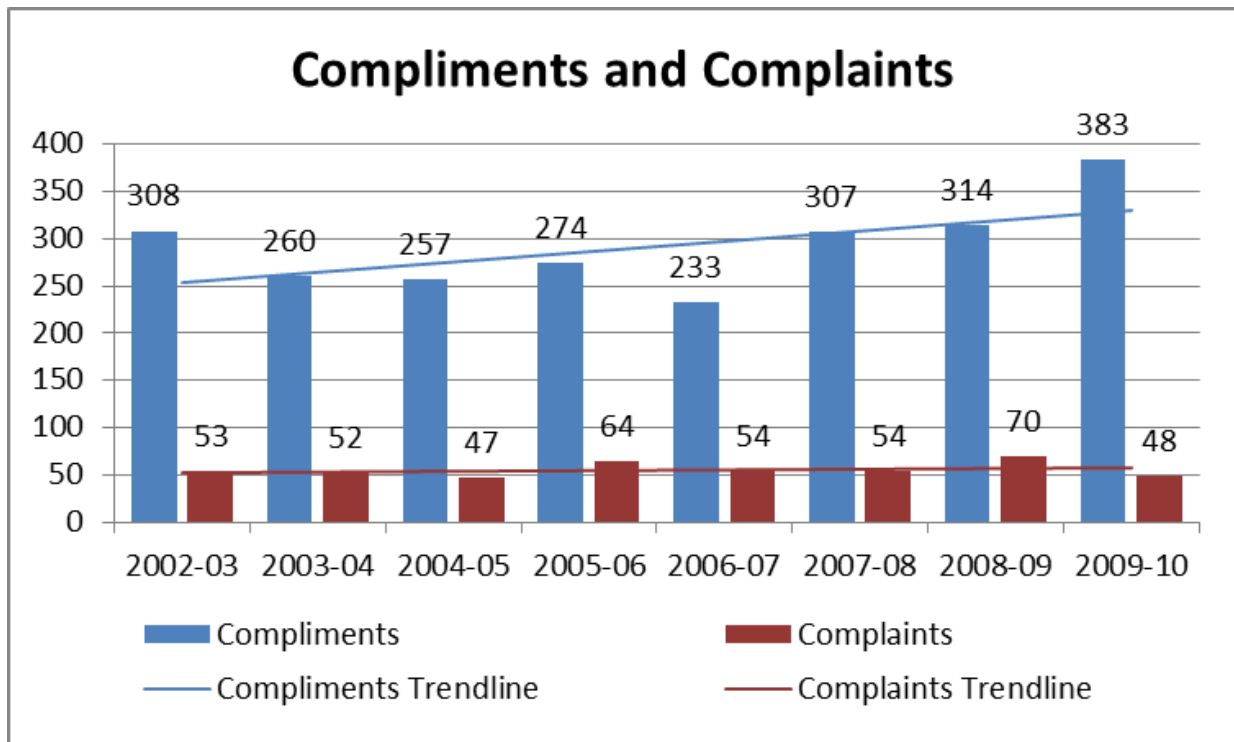


# West Yorkshire Fire and Rescue Service

## Compliments and Complaints Report 2009/10



### 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 or when providing community fire safety education throughout local communities. A breakdown of the areas that the compliments refer to is given below.

Commercial Visit	1
Community Fire Safety	76
Fundraising	12
Home Fire Safety Check	46
Incident	71
Other	88
School Visit	41
Station Visit	48
<b>Total</b>	<b>383</b>

## Complaints

Following a full and complete investigation, 46 complaints have been resolved at Stage 1, one progressed to Stage II and one progressed to Stage III with 26 complaints upheld. A breakdown of the number of complaints along with the category it relates to is given below:

### Complaints by Category 2009/10

Attitude	9
Community Fire Safety	9
Driving	5
On Duty	3
Operational	16
Premises	1
Station	4
Training	1
<b>Total</b>	<b>46</b>

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 the details of such instances are given below:

#### Details of remedial action taken following receipt of a complaint

Complainant visited Headquarters to complain about football being played at Gipton Fire Station. He said that it was very noisy and the crews have played at 9:00am on a Sunday morning and 9:15pm at night.

The matter was referred to the Station Manager at Gipton Fire Station. He stated that the crews play head tennis and this would only be played between 13:00 and 18:00 due to the impact of the noise generated and the fact that there was a shift worker who lived in one of the houses. The Station Manager had also spoken with a neighbour of the complainant who had said he was also unhappy but this proved not to be the case. It was decided that moving the court to the other end of the drill area would be helpful.

Complainant telephoned Headquarters to say her husband had called in to Bingley Fire Station some weeks ago to arrange a Home Fire Safety Check and they had heard nothing since. They had bought some smoke alarms and she said her husband would fit them himself.

The complainants are in their 80's and they were asked that they did not start climbing ladders to fit smoke alarms, that they wait until it had been arranged for someone from Bingley Fire Station to contact them, this they agreed to do. Contact was made with Bingley and arrangements made to visit them that afternoon. Unfortunately at the time of the appointment Bingley were called out and it had to be cancelled. On returning to the fire station they again contacted the complainants and a HFSC was undertaken that afternoon

Complainant alleged that whilst rescuing a swan from the roof of her property the crew walked over the garden damaging her plants. She states the crew could have gone down the drive as they had done so on their way back out.

The station took the original phone call and apologised in the first instance to the complainant. The Station Manager investigated the matter and informed the complainant that he had interviewed all staff and assured her that he would be recommending changes to working practices to ensure that there is no re-occurrence of the events. As a gesture of good will, the complainant was given replacement bulbs to substitute any that did not recover from being walked on.

Complainant spoke to an officer at an on-going incident in Dewsbury to complain that an appliance had been parked outside his house for the last 3 weeks and he was struggling to sleep on a night.

The District Manager spoke to complainant and agreed that the appliance would be moved further down the street, away from any housing. He was more than happy with the outcome.

Complainant had rung up complaining about the Charity Rag Bank that has just been sited at Cookridge Fire Station and he is unhappy about where it has been positioned, in front of his house.

Spoke with Station Manager and asked him if he would arrange for it to be re positioned. The rag bank has been moved and complainant is satisfied.