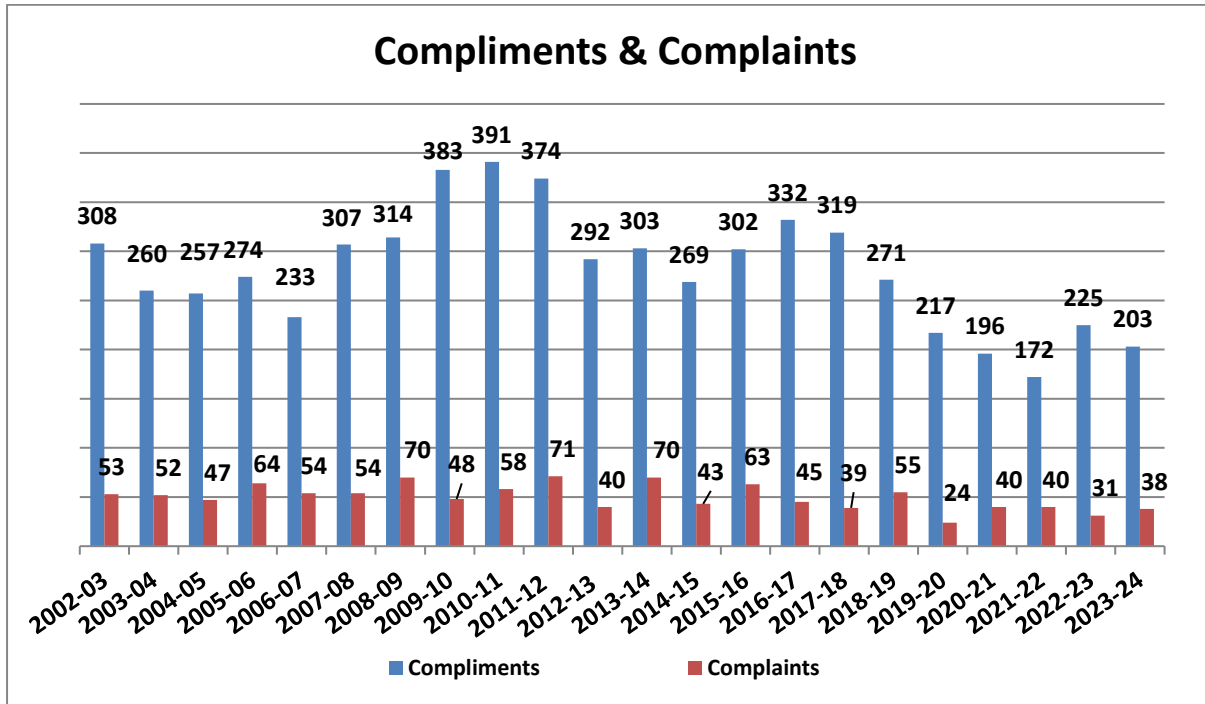


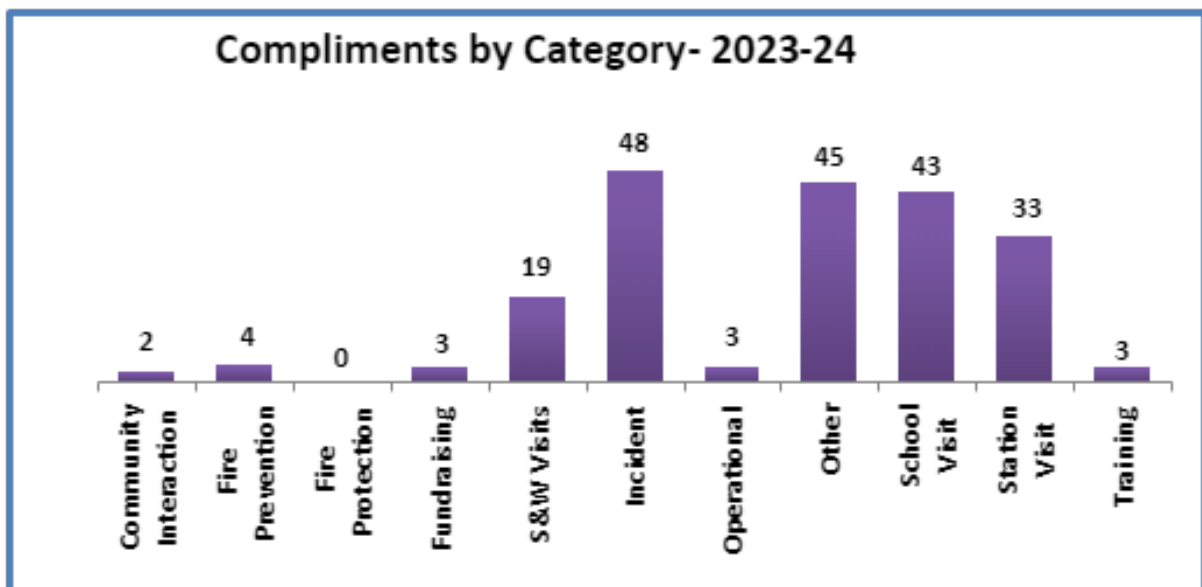
West Yorkshire Fire and Rescue Service Compliments and Complaints Reports 2023/24



Compliments

The majority of the 203 compliments received have arisen directly as a result of daily interaction with the public and local communities.

A breakdown of the areas the compliments referred to is given below:



Complaints

Following a full and complete investigation of the 38 complaints received in 2023/24, three were attributed to a third party and one was withdrawn. 33 complaints have been resolved at Stage 1 and one at Stage 2, to the satisfaction of the complainant, with 13 of these being upheld. 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:

