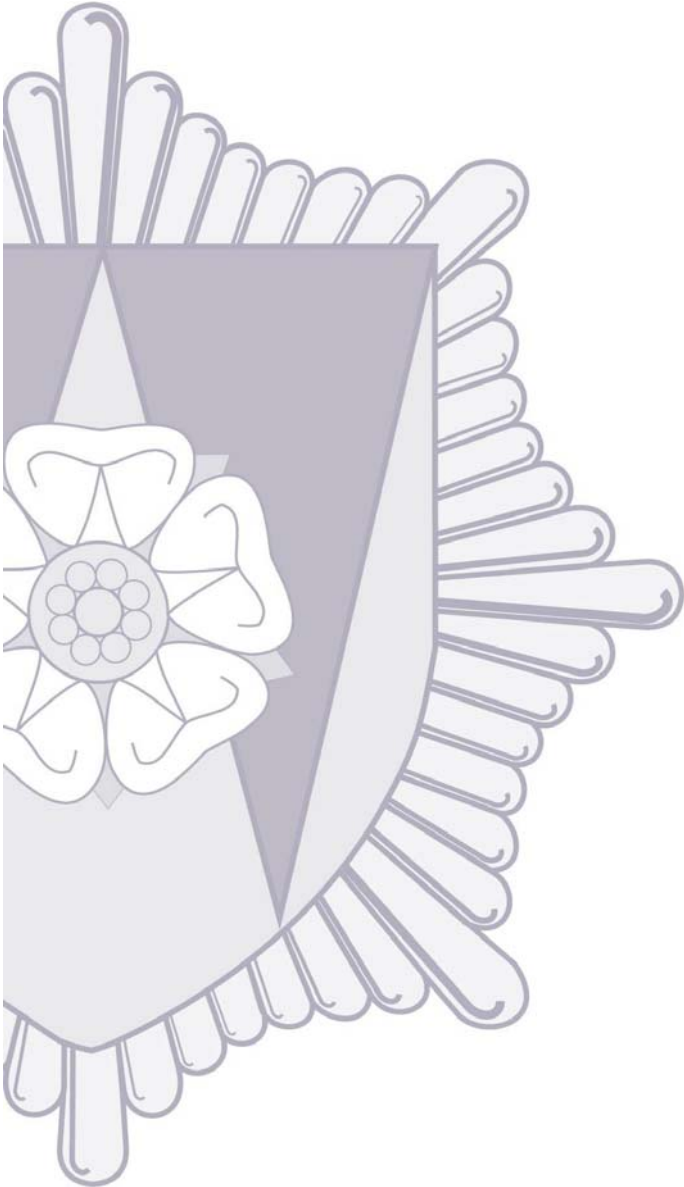


Quality of Service Survey Policy



Prepared by: Alison Davey
Corporate Resources Manager
Corporate Services

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PREVENTING PROTECTING RESPONDING

1 QUALITY OF SERVICE SURVEY

- 1.1 The Quality of Service survey is to be used to gather views and opinions from the community on the service provided by West Yorkshire Fire and Rescue Service after attending an incident.
- 1.2 A survey form will be mailed directly from the Corporate Services Department to the incident address enclosing a Freepost envelope for return of the questionnaire directly to Opinion Research Services in Swansea, who will analyse the surveys on behalf of the Authority and provide regular reports detailing the responses.
- 1.3 The number of surveys distributed will be calculated using an approximate sample of 10% of the monthly average of calls to F1 fires, special service calls, animal rescues, etc, from each station area using the previous year's statistics as a guide. The name and address details will be randomly selected on a monthly basis from those available for incidents occurring the previous month.
- 1.4 A record will be maintained of the name and address details of postal survey recipients.
- 1.5 It is imperative that the Authority respects individual sensitivity and, therefore, a survey form will not be sent to any address where it is known there has been a death, serious injury as a result of the incident, any other reason which may cause distress or aggravate a particular situation, for example:
 - Where it is felt to do so would cause distress,
 - Where it is known that there is a grievance/complaint against the Fire Authority by the owner/occupier of the premises,
 - Where it is known that the Fire Authority is in dispute with the owner/occupier of the premises, etc.
- 1.6 In addition to the procedure of postal surveys detailed above, it is policy for a Fire Safety Officer to carry out an inspection of any commercial premise within seven days where a fire has occurred. On each of these inspections the Fire Safety Officer will leave a survey form with the owner/occupier for completion and return.