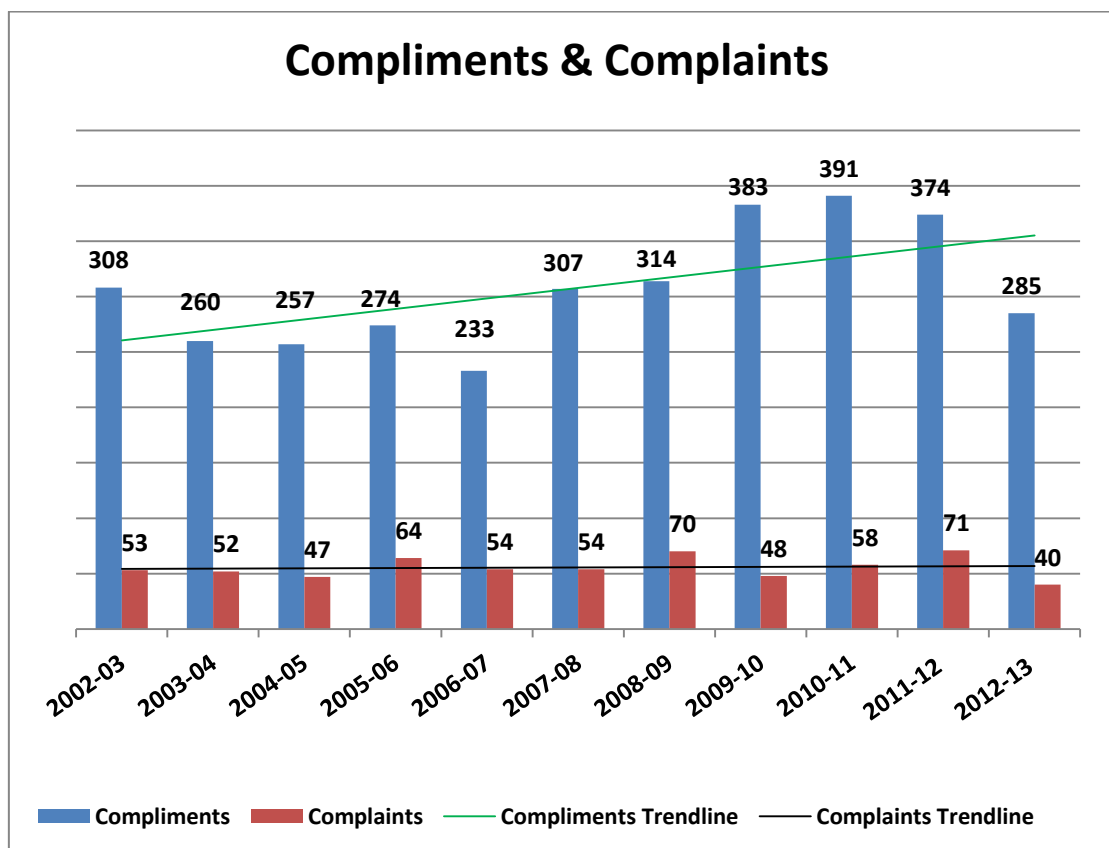


# West Yorkshire Fire and Rescue Service

## Compliments and Complaints Report 2012/13



### Compliments

The majority of compliments have arisen directly as a result of our daily interaction with the public either at incidents, station visits, visiting schools to give presentations to all year 5 children, 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 2012/13

Commercial visit	1
Fire Prevention	20
Fire Protection	0
Fundraising	21
Home Fire Safety Check	20
Incident	71
Other	76
School Visit	28
Station Visit	45
Training	3
<b>Total</b>	<b>285</b>

## Complaints

Following a full and complete investigation thirty-five complaints were resolved at Stage I, one progressed to Stage II, two were withdrawn by the complainant and two were attributed to a third party organisation. Twelve 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 2012/13

Attitude	4
Driving	6
Fire Prevention	3
Fire Protection	0
Off Duty	5
On Duty	0
Operational	5
Premises	2
Procedure	7
Recruitment	0
Information	5
Smoke Alarm	1
Station	2
Training	0
<b>TOTAL</b>	<b>40</b>