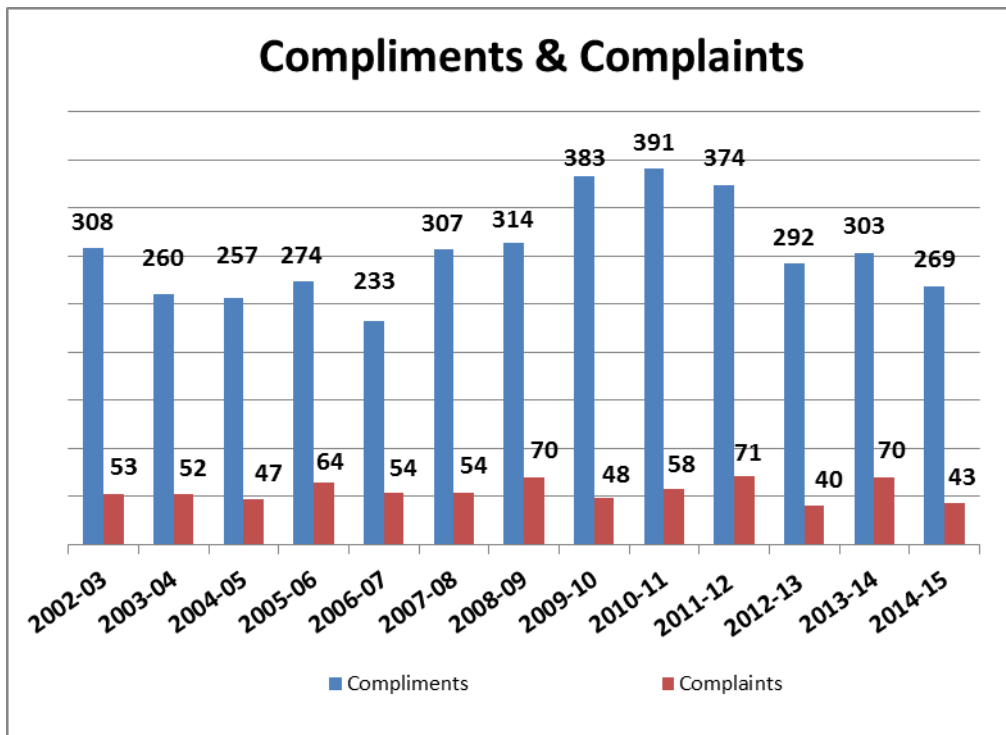


West Yorkshire Fire and Rescue Service

Compliments and Complaints Report 2014/15



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

Compliments by category 2014/15

Fire Prevention	24
Fire Protection	2
Fundraising	11
Home Fire Safety Check	42
Incident	75
Other	57
School Visit	20
Station Visit	36
Training	2
Total	269

Complaints

Following a full and complete investigation 38 complaints were resolved at Stage 1, one progressed to Stage 2 and one to Stage 3 but then withdrawn by the complainant. One other complaint was withdrawn and two were attributed to a third party organisation. 20 of the complaints were upheld with appropriate remedial action taken where necessary. A breakdown of the number of complaints along with the category it relates to is given below:

Complaints by category 2014/15

Attitude	7
Driving	6
Fire Prevention	3
Off Duty	5
On Duty	4
Operational	6
Premises	4
Procedure	3
Station	5
Total	43