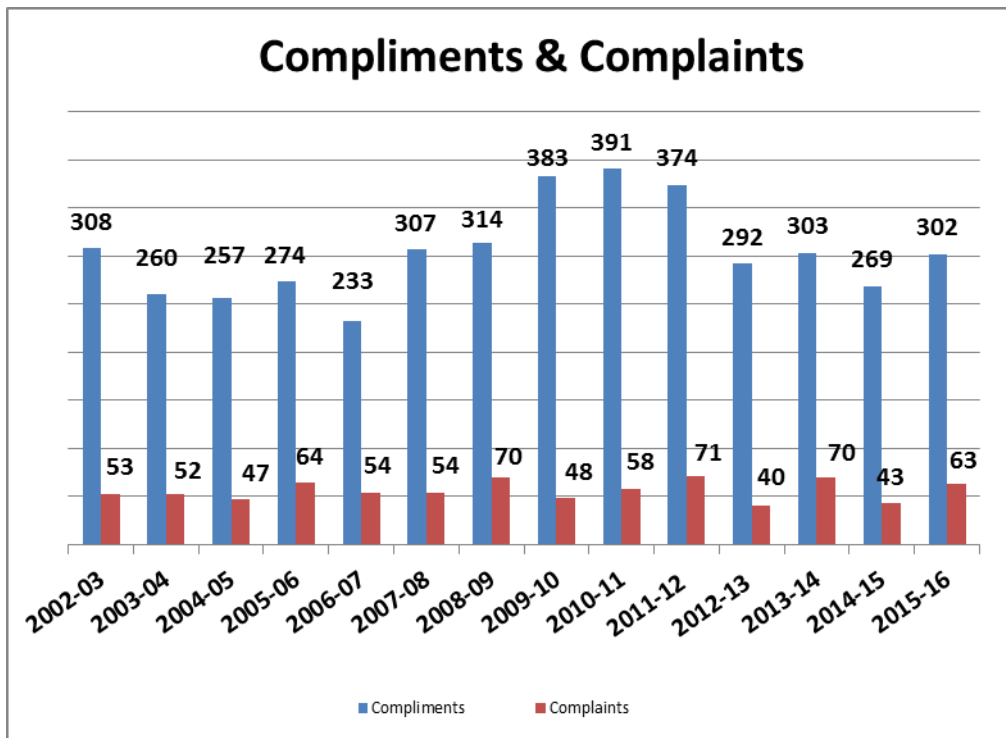


West Yorkshire Fire and Rescue Service

Compliments and Complaints Report 2015/16



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 2015/16

Fire Prevention	13
Fire Protection	12
Fundraising	11
Home Fire Safety Check	25
Incident	94
Other	71
School Visit	21
Station Visit	52
Training	3
Total	302

Complaints

Following a full and complete investigation 52 complaints were resolved at Stage 1, two progressed to Stage 2 and one to Stage 3. Six other complaints were withdrawn and two were attributed to a third party organisation. 24 of the complaints were upheld with appropriate remedial action taken where necessary.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 2015/16

Attitude	7
Driving	7
Fire Prevention	9
Fire Protection	3
Off Duty	11
On Duty	2
Operational	11
Premises	5
Procedure	4
Information	1
Station	2
Training	1
Total	63