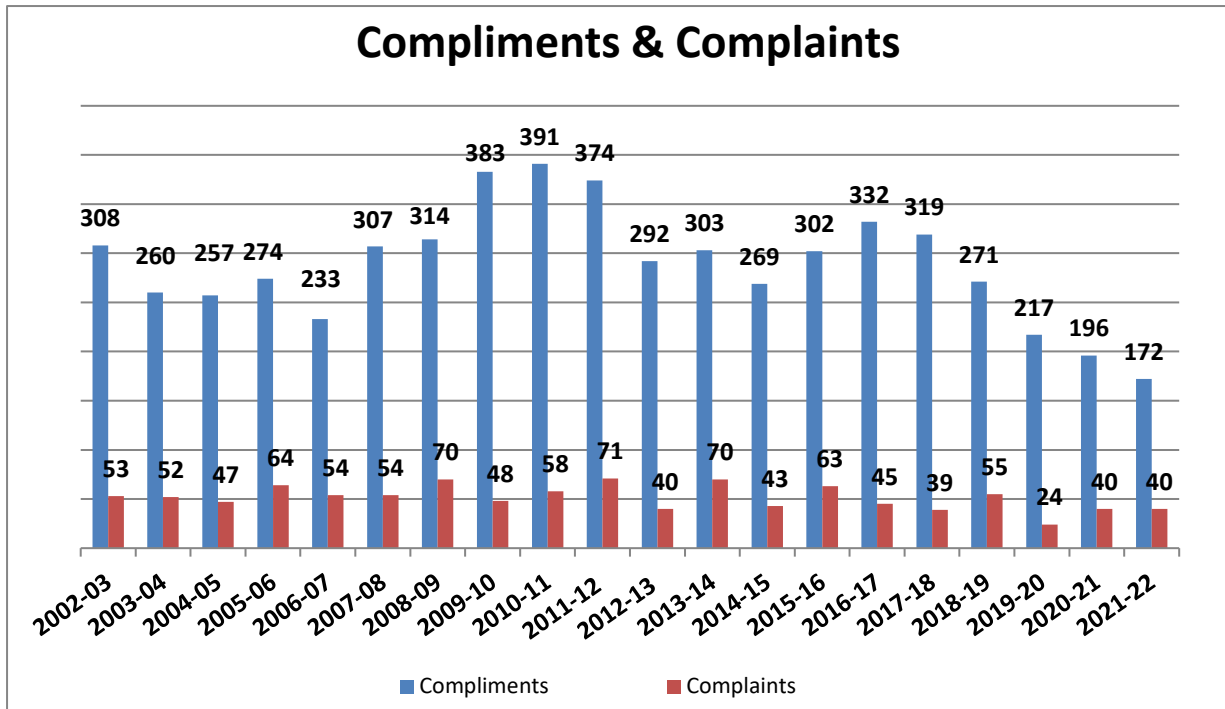
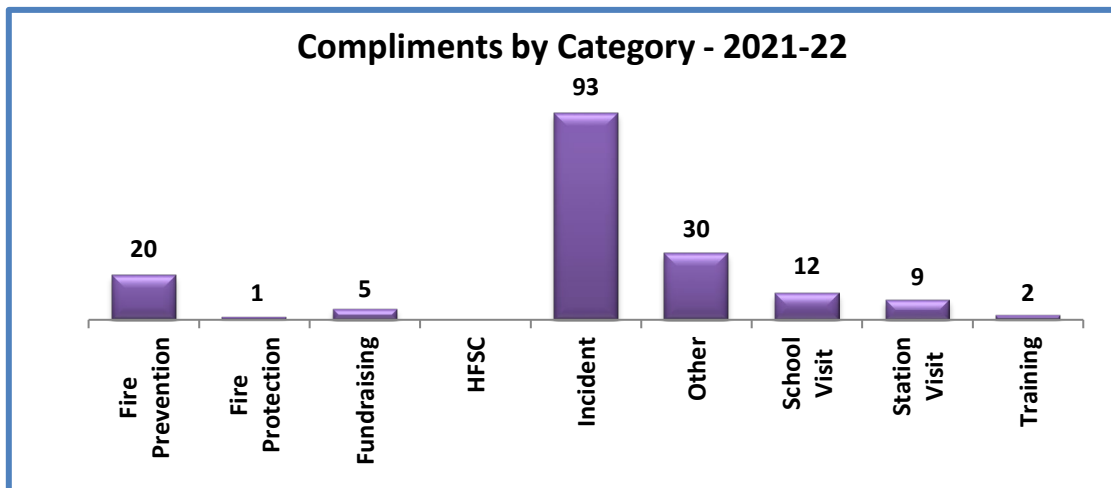


## West Yorkshire Fire and Rescue Service Compliments and Complaints 2021/22



## Compliments

The majority of the 172 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 40 complaints received in 2021/22, 16 were upheld. 39 complaints have been resolved at Stage I to the satisfaction of the complainant and one was resolved at Stage 2. 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:

