



AGENDA ITEM: 14

NORTH WALES FIRE AND RESCUE AUTHORITY

15 June 2015

COMPLAINTS AND LETTERS OF APPRECIATION

Report by Ruth Simmons, Assistant Chief Fire Officer

Purpose of Report

- 1 To inform Members of the number of complaints and letters of appreciation received from the public for the period 1 April 2014 to 31 March 2015.

Information

Formal Complaints Recording

- 2 Complaints are recorded as those issues brought to the attention of the Service when members of staff are participating in or carrying out the legitimate business of North Wales Fire and Rescue Service.

Complaints Received 1 April 2014 – 31 March 2015

- 3 The complaints received, investigated and resolved have been recorded as follows:

Complaint categories	Number of complaints received	
	2013/2014	2014/2015
Welsh Language issues	1	1
Policy and Procedure	3	3
Driving	4	4
Operational Activities	4	4
Conduct	9	5
Business/Community Safety	-	3
Total	21	20
Percentage decrease from 13/14		5%

Complaint categories	Number of complaints substantiated	
	2013/2014	2014/2015
Welsh Language issues	1	1
Policy and Procedure	1	1
Driving	2	2
Operational Activities	1	3
Conduct	4	2
Business/Community Safety	-	1
Total	9	10
Percentage of complaints substantiated	43%	50%

Appreciations Received 1 April 2014 – 31 March 2015

- 4 It is worthy to note that 61 letters, cards, e-mails, Facebook and Twitter messages have been received expressing appreciation and satisfaction with the Service.
- 5 The letters of appreciation received covered a wide range of Fire and Rescue Service activity but broadly fall into the following categories.

Category	Total Received
Community safety initiatives and events including visits to and by the Service	19
Home fire safety checks and smoke detectors issued	14
Partnership working including Phoenix and Arson Reduction	5
Charitable support including bonfire donations	4
Operational incidents and exercises	15
Conduct including attendance at funerals	4

- 6 It is noted that the Service continues to see Social Media being used to submit appreciations via Facebook and Twitter.

Recommendation

- 7 That Members note the information provided.