

ANNEX 1								
COMMENTS/INFORMAL COMPLAINTS 2010-11								
Unique Ref	Date of Comment	How was the comment received	Area	Comment	Acknowledgement within target timescale (Y/N)	Was the customer satisfied with response	Brief note of action taken	Date Closed
CMT 10.10	13.04.2010	Telephone	Control	Information was requested on animal rescue and the Service's obligations following an incident that had taken place. Felt that the procedure needed to be reviewed so that the FS had responsibility to rescue animals.	Yes	Yes	Discussion and advice on procedures given	16.04.2010
CMT 11.10	26.04.2010	Letter	CFP	A letter raising concerns following a safety assessment visit to a commercial premises.	Yes	Yes	A letter in response to the complainants letter was sent on 19.05.2010 05.07.2010 - no further response has been received from the complainant following the letter sent covering concerns raised.	05.07.2010
CMT 12.10	27.04.2010	Website	CFS	Comment regarding HSAs and the availability to service users and the target age	Yes	Yes	Emailed a response explaining the rationale in our standard leaflet (27.4.2010). Complainant responded positively to the explanation.	29.04.2010
CMT 13.10	27.04.2010	Website	CFS	Comment regarding HSAs and the availability to service users.	Yes	Yes	This comment was feedback only. Response confirmed.	24.05.2010
CMT 14.10	10.05.2010	Email	CFP	A complaint was made against a member of staff regarding use of Service vehicles.	Yes	Yes	Complainant wished to remain anonymous. Unable to acknowledge complaint and no further correspondence received.	24.05.2010
CMT 15.10	29.04.2010	Telephone	UPA	The burning of trees and branches with a preservation order and the actions taken by FRS	Yes	Yes	Complainant confirmed he is happy to deal with this informally. Officer contacted complainant by telephone to resolve the issue.	24.05.2010
CMT 16.10	10.06.2010	Email	CFS	A comment has been received regarding a damage caused to a burglar alarm following a HSA.	Yes	Yes	Alarm engineer contacted and confirmed highly unlikely the failure is due to the testing of the smoke alarm. Letter issued to complainant providing explanation and offering to fit FOC battery operated smoke detection equipment. No further response has been received following the response letter sent by the Group Manager Community Safety	14.07.2010
CMT 17.10	23.06.2010	Telephone	UPA	A complaint received regarding an incident which was mistakenly thought to be inappropriate behaviour by fire-fighters on a fire appliance.	Yes	Yes	Investigation conducted and the complainant was advised that the fire appliance in question was being used as a limousine. The incident did not involve fire service personnel.	24.06.2010
CMT 18.10	10.07.2010	Telephone	UPA	Complaint regarding inappropriate use of sirens. The complainant said, on looking out of the window he could not see any other road users and did not know why sirens in use.	Yes	Yes	Investigation conducted and the complainant satisfied with response.	12.07.2010

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CMT 19.10	01.07.2010	Special Assistance	UPA	Complaint following a fire at a flat. It has been noted that the complaint primarily sits with Muir Housing Association.	Yes	Yes	The concerns regarding the fire fighting actions and explanation appear to have been accepted.	16.09.2010
CMT 20.10	23.08.2010	Website	Comms	Queries regarding response time and crew requirements following a 999 call and the location of hydrants and water pressure. This follows a total burn out of the complainant's property.	Yes	Yes	Detailed letter sent 8.09.2010. No further correspondence has been received following the response letter.	30.11.2010
CMT 21.10	31.08.2010	Letter	UPA	Regarding the usage of sirens from Chester Fire Station.	Yes	Yes	Letter sent to CWAC providing a detailed explanation of the use of sirens in emergency situations.	30.11.2010
CMT 22.10	06.09.2010	Website	UPA	Concerns over the fire engines training in the street during the early hours of the morning.	Yes	Yes	Emailed a response to the complainant confirming these were not training events but genuine calls to that area.	30.11.2010
CMT 23.10	22.09.2010	Letter	UPA	Letter regarding a vehicle collision allegedly caused by, but not involving, an emergency vehicle.	Yes	Yes	Complainant contacted directly by an Officer. No further communication from complainant has been received.	30.11.2010
CMT 24.10	04.10.2010	Letter	Comms	Complaint regarding the lack of availability of hydrants in the Culcheth area following a fire.	Yes	Yes	Complaint dealt with in conjunction with a number of others regarding the same matter by Head of Communications. There are no problems with the hydrants. No further correspondence received.	04.02.2011
CMT 25.10	06.10.2010	Telephone	UPA	Anonymous complaint regarding a licensed premises in Warrington.	N/A	N/A	No action required - perceived to be a hoax call.	30.11.2010
CMT 26.10	08.11.2010	Letter	UPA	Fire engine obstructing the road causing road users to mount the curb to get past.	Yes	Yes	Response sent to the complainant by the Community Safety Manager. No further response received	23.10.2010
CMT 27.10	09.11.2010	Telephone	CFS	Complaint regarding the attitude of a Fire Service Officer when requesting a donation of balloons for a FS event	Yes	Yes	Letter of apology sent to the complainant. No further communication was received and the complaint therefore closed.	06.01.2011
CMT 28.10	29.11.1020	Website	CFS	Complaint re attempts made to contact the service and request a HSA.	Yes	Yes	Complainant contacted and a HSA was provided on 29.11.2010. No further correspondence received.	30.11.2010
CMT 29.10	18.01.2011	Telephone	UPA	Complaint received following damage caused to the complainants front door. Upon gaining access the incident was found not to be in this property, but in a common area	Yes	Yes	A detailed response was sent to the complainant 04.02.2011 by the Station Manager. No further correspondence has been received and to date no formal complaint has been made.	17.02.2011

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CMT 30.10	14.02.2011	Website	UPA	Complaint following a request for information where no response was received.	Yes	Yes	The complainant was contacted by the Unitary Performance Manager. Information regarding the incident was provided to the level available. The Complainant advised that he was satisfied with the response and he will not be taking any further action.	16.02.2011
CMT 31.10	22.02.2011	Email	UPA	Comment regarding disruption being caused by work being undertaken at Runcorn Fire Station.	Yes	Yes	Advised of the purpose of the work and when the disruption would end. The complainant advised he was satisfied with the response and complimented the service for the work that it does for the community.	22.02.2011
CMT 32.10	25.02.2011	Face to Face	UPA	Comment regarding driving incident and the attitude of the driver.	Yes	Yes	The complainant contacted and advised of action being taken. The complainant confirmed that he is satisfied with the action and does not wish to make a formal complaint.	10.03.2011]
CMT 33.10	03.03.2011	Telephone	UPA	The complainant had to stop to avoid a potential accident which he perceives to be the fault of the driver of the Fire Engine.	Yes	Yes	The complainant was contacted regarding the incident and an apology was given on behalf of the service. The complainant was satisfied with this course of action.	08.03.2011
CMT 34.10	14 .03.2011	Telephone	CFS	Brackets to a downpipe damaged whilst the Fire Service attended a fire at his neighbours home.	Yes	Yes	The complainant was contacted and was satisfied with the outcome. He replaced the brackets and does not want reimbursing.	31.03.2011
CMT 35.10	17.03.2011	Letter	CFP	Letter received via complainants MP regarding a fire suspected of having been started deliberately. Concerns raised regarding lack of investigation.	Yes	No	Letter of response sent by Chief on 31.03.11. to the MP. The Station Manager also spoke to the complainant. The complainant advised he would be sending a further letter providing updated evidence but no further correspondence received to date.	11.05.2011
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