

ANNEX 2

COMPLAINTS 2010/2011

Unique Ref	Date of Complaint	How was the complaint received	Complaint	Further Information/Notes	Relevant Department	Date Initial Response sent	Within Target response time	Deadline date for Formal Response	Within target timescale	Date Formal Response sent	Any further details	Date Closed
COMP 07.10	29.04.2010	Letter	A complaint has been received in respect of the manner the CFRS instigated and carried out the inspection of the licenced premises.	An initial response was sent to the complainant and the complaint forwarded to HOD CFP for investigation. A formal response has been forwarded to the complainant.	CFP	29.04.2010	Yes	27.05.2010	Yes	25.05.2010	No further correspondence has been received from the complainant - now closed.	16.09.2010
COMP 08.10	05.07.2010	Email	Complaint regarding an incident that involved a Cadet's attitude to a member of the public.	An initial response has been forwarded to the complainant. The Complaint has been forwarded to the relevant Officers and cc'd to legal.	CFS	05.07.2010	Yes	02.08.2010	Yes	28.07.2010	A formal investigation letter has been forwarded to the complainant. There has been no further correspondence. The complaint is therefore being closed.	16.09.2010
COMP 09.10	29.11.2010	Letter	Regarding an incident report published on the website where there were factual errors relating to the lack of smoke alarms	An initial response has been sent for complaint.	Comms	29.11.2010	Yes	24.12.2010	Yes	23.12.2010	Formal apology sent 23.12.2010 - there has been no further communication regarding this matter	16.02.2011
COMP 10.10	14.12.2010	Letter	Complaint regarding a Sat Nav which was missing following attendance at an RTC. Previous letters have been received by the Service from the Complainant. However, due to an unsatisfactory response the complainant made a formal complaint.	Contact made through HOD UP and relevant Officer(s)	UPA	none	N/A	07.01.2011	Yes	07.01.2011	No further response or communication has been received	16.02.2011