

## Summary of Complaints and Compliments

### Report of the Chief Fire Officer

For further information about this report please contact Alan Taylor, Chief Fire Officer, on 01743 260201 or Steve Worrall, Assistant Chief Fire Officer, on 01743 260204.

#### 1 Purpose of Report

To advise Members of summary details regarding the compliments and complaints received during 2005/06 and the first six months of 2006/07 (April – September)

#### 2 Recommendations

Members are requested to note the contents of this report.

#### 3 Background

The Fire Authority's vision and strategic aims stress a commitment to providing high quality services to the community of Shropshire. The Service takes seriously both compliments and complaints made about the quality, nature or delivery of the services provided. Comments are also used to review the effectiveness of the provision of these services. All compliments and complaints are recorded.

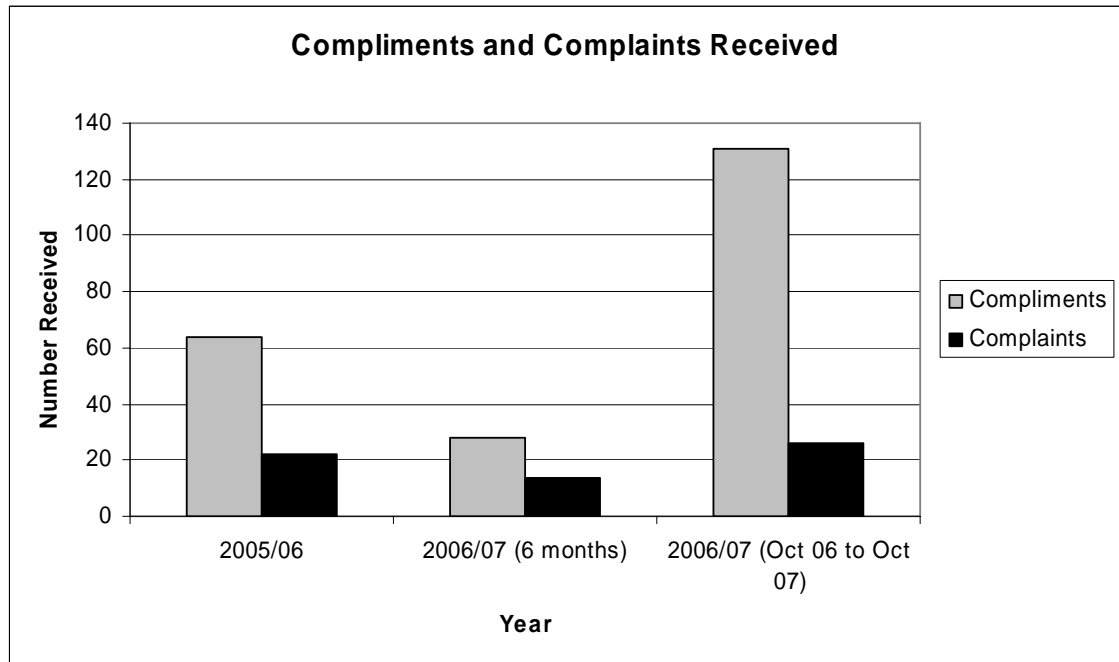
The Fire Authority has in place a Comments and Complaints Procedure to ensure complaints are handled in a fair and objective way and that views expressed about the quality of services provided are acknowledged.



#### 4 Summary of Compliments and Complaints Received during 2005/06 and 2006/07 (to end of October 2007)

Table 1 (below) illustrates the number of compliments and complaints received during 2005/06 and 2006/07 (to the end of October 2007).

**Table 1**



The variety of compliments received makes it difficult to categorise and benchmark specific areas of performance over a given period of time.

Where appropriate, compliments are summarised and posted on the Service's website:

<http://www.shropshirefire.gov.uk/Management/compliments.htm>

Appendix A provides a breakdown of complaints received. There are no nationally prescribed categories for recording of complaints, but to facilitate local benchmarking between 2005/06 and 2006/07 complaints received have been segregated into five key areas, namely:

- 1 Damage to property
- 2 Poor driving behaviour
- 3 Conduct prejudicial to the reputation of the Service
- 4 Failure to deal correctly with an incident/inspection
- 5 Other



## 5 Management of Compliments and Complaints

All complaints are fully investigated, with a written report provided to the complainant, advising of the outcome of the inquiry undertaken. The Fire Authority sets a performance standard of 28 working days, in which to furnish the complainant with a written response. This standard has consistently been achieved.

In November 2007 the complaints procedure was subjected to an independent British Standards Institute (BSi) audit and, subject to confirmation, the complaints procedure has been recommended for BSi accreditation to ISO 9001.

Complainants dissatisfied with the outcome of the inquiry undertaken are entitled to appeal to the Chief Fire Officer and/or the Chair of the Fire Authority. Should the complainant still remain dissatisfied, an appeal may be directed to the Local Government Ombudsman. During 2005/06 and 2006/07 no appeals were lodged.

All lessons learned from complaints are communicated in the most appropriate manner to staff, with remedial action taken as necessary.

Within 4 to 6 weeks from the completion of an investigation the complainant is forwarded a Complaint Satisfaction Survey form. The number of completed and returned survey forms is indicated in Table 2 (below). The Survey seeks complainants' views on several areas concerning the management of the investigation. Appendix B provides a summary of the results received.

**Table 2**

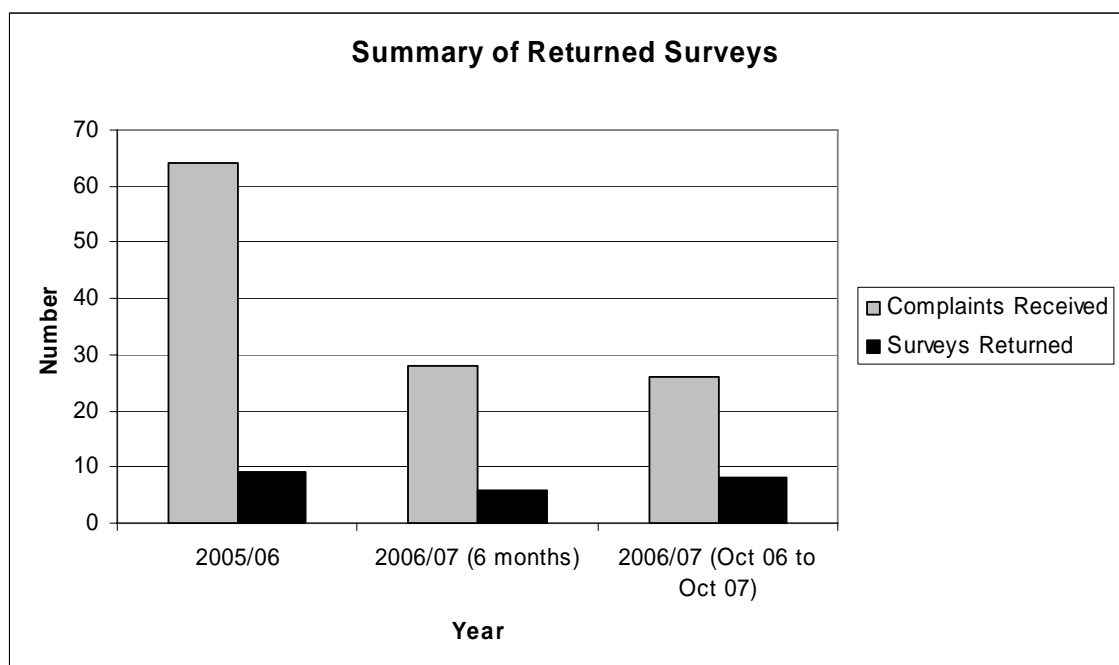
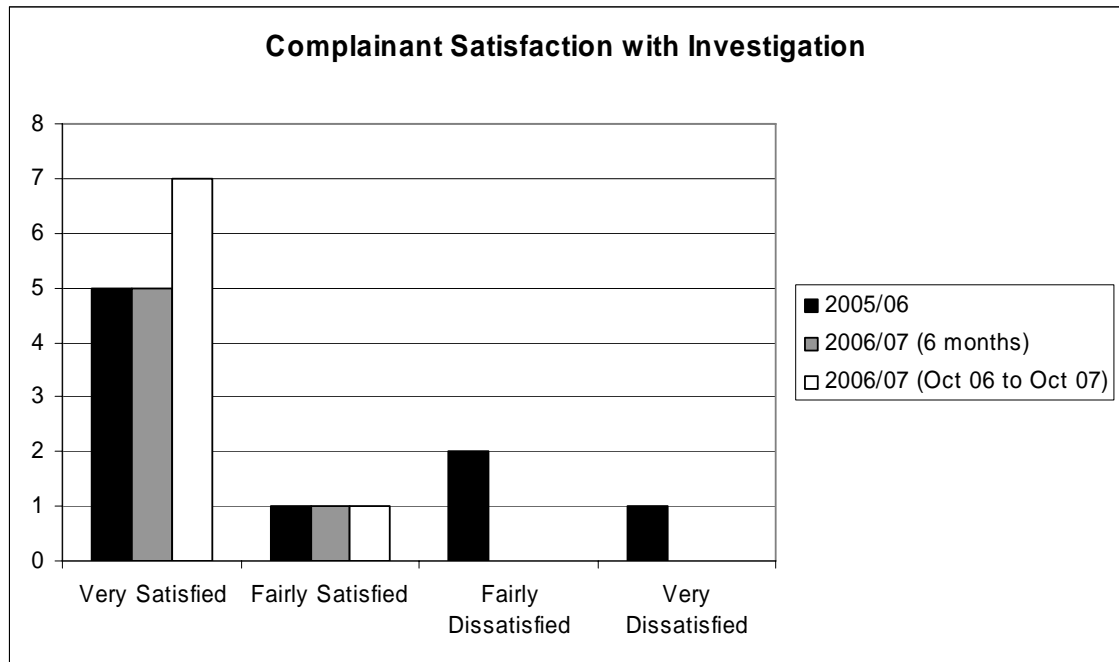


Table 3 (below) summarises the respondents' overall satisfaction with the manner in which their complaints have been dealt with.

**Table 3**



There are currently no arrangements in place to publicise complaints on the Service's website in a similar manner to compliments. Notwithstanding the latter, this report and similar previous reports are posted on the Service's website, thus providing interested persons with a summary overview of complaints received. In addition, a summary of complaints received is provided for public viewing at each full meeting of the Fire Authority.

## 6 Financial Implications

There are no direct financial implications arising from this report.

## 7 Legal Implications

There are no legal implications arising directly out of this report.

## 8 Equality Impact Assessment

Upon completion of all complaint investigations complainants are forwarded an equality and diversity monitoring questionnaire.



Of those returned (8) in the last twelve months, the following information summarises the profile of complainants:

**Gender:** Female – 3, Male - 5  
**Ethnic/Cultural Origin:** British – 2, English - 6  
**Religion:** Christian – 6, None – 1, Other - 1  
**Disabled:** Yes – 1, No - 7

The complaints process is reviewed on a monthly basis, at which time, any equality and diversity implications arising would result in a full impact assessment being undertaken to identify further areas for improvement.

## 9 Appendices

### Appendix A

Summary of Complaints Received 2005/06 and 2006/07 (to end of October 2007)

### Appendix B

Summary of Results from Complaint Survey Questionnaire

## 10 Background Papers

There are no background papers associated with this report.

Implications of all of the following have been considered and, where they are significant (i.e. marked with an asterisk), the implications are detailed within the report itself.

Balance Score Card		Integrated Risk Management Planning	
Business Continuity Planning		Legal	
Capacity		Member Involvement	
Civil Contingencies Act		National Framework	
Comprehensive Performance Assessment		Operational Assurance	
Efficiency Savings	*	Retained	
Environmental		Risk and Insurance	*
Financial		Staff	*
Fire Control/Fire Link		Strategic Planning	
Information Communications and Technology		West Midlands Regional Management Board	
Freedom of Information / Data Protection / Environmental Information		Equality Impact Assessment	



**Appendix A** to report on  
Summary of Complaints and Compliments 2005/06 and 2006/07  
Shropshire and Wrekin Fire Authority  
Audit and Performance Management Committee  
22 November 2007

**Summary of Complaints Received 2005/06 and 2006/07 (to end of October 2007)**

Type of Complaint	Total 2005/06	Outcomes		Total 2006/07 (6 months)	Outcomes		Total 01/10/06 to 31/10/07	Outcomes	
<b>Damage to property</b>	2	2	Complaints upheld	2	2	Complaints upheld	5	4	Complaints upheld
		0	Complaint partially upheld		0	Complaint partially upheld		1	Complaint partially upheld
		0	Complaints overturned		0	Complaints overturned		0	Complaints overturned
		0	Complaints withdrawn		0	Complaints withdrawn		0	Complaints withdrawn
<b>Poor driving behaviour</b>	2	2	Complaints upheld	4	4	Complaints upheld	8	5	Complaints upheld
		0	Complaints partially upheld		0	Complaints partially upheld		1	Complaint partially upheld
		0	Complaints overturned		0	Complaints overturned		2	Complaints overturned
		0	Complaints withdrawn		0	Complaints withdrawn		0	Complaints withdrawn
<b>Conduct prejudicial to the reputation of the Service</b>	8	4	Complaints upheld	5	4	Complaints upheld	5	2	Complaints upheld
		0	Complaints partially upheld		0	Complaints partially upheld		0	Complaints partially upheld
		4	Complaints overturned		1	Complaints overturned		3	Complaints overturned
		0	Complaints withdrawn		0	Complaints withdrawn		0	Complaints withdrawn
<b>Failure to deal correctly with an incident /inspection</b>	3	2	Complaints upheld	1	1	Complaints upheld	2	2	Complaints upheld
		0	Complaints partially upheld		0	Complaints partially upheld		0	Complaints partially upheld
		0	Complaints overturned		0	Complaints overturned		0	Complaints overturned
		1	Complaints withdrawn		0	Complaints withdrawn		0	Complaints withdrawn
<b>Other:</b>	7	5	Complaints upheld	2	1	Complaints upheld	0	0	Complaints upheld
		0	Complaints partially upheld		0	Complaints partially upheld		0	Complaints partially upheld
		1	Complaints overturned		0	Complaints overturned		0	Complaints overturned
		1	Complaints withdrawn		1	Complaints withdrawn		0	Complaints withdrawn
<b>Total:</b>	<b>22</b>			<b>14</b>			<b>20</b>		

In addition to the complaints detailed above for the period 01/10/06 to 31/10/07, six anonymous complaints were received. These complaints are investigated as far as practicable with action taken, where appropriate. These anonymous complaints have, however, been excluded from the above summary table.



## Summary of Results from Complaint Survey Questionnaire

### Complaints Survey: 2005/06

#### **A** Making your complaint

##### A1 How did you contact the Brigade to make your complaint?

*Respondents' feedback:*

By completing a complaints leaflet	0	In person at Headquarters	1
By letter	3	In person at local Fire Station	0
By telephone to Headquarters	3	By email	1
By telephone to local Fire Station	1	Other (please tell us)	1

##### A2 How satisfied or dissatisfied are you with the ease with which you could make a complaint?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<i>Respondents' feedback:</i>	6	3	0	0

##### A3 Thinking about your initial contact with the Brigade regarding your complaint, would you agree or disagree that the person you spoke to about your complaint

*Respondents' feedback:*

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly disagree
Was polite	6	2	1	0
Was helpful	6	2	0	1
Made sure they understood your complaint	6	2	0	1
Told you their name	5	3	0	1
Told you what would happen next	6	2	1	0



**B****Processing your complaint**

**B1 Thinking about the person who looked into your complaint, would you agree or disagree that he/she**

**Respondents' feedback:**

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly disagree
Was polite	6	2	0	1
Was helpful	6	2	0	1
Was easy to contact	6	3	0	0
Kept you informed	5	3	0	1

**B2 Thinking about the written correspondence you received from us regarding your complaint, do you agree/disagree that**

**Respondents' feedback:**

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly disagree
Plain English was used in the correspondence.	7	2	0	0
The correspondence was accurate.	6	1	1	1
The tone of the letter was good.	6	2	0	1
Clear guidance was given on what would happen next.	6	1	1	1
Clear guidance was given on what you could do, if you were unhappy with the final response.	6	3	0	0

**B3 How satisfied were you with the outcome of your complaint?**

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Respondents' feedback:</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>3</b>

**B4 Taking everything into account, how satisfied or dissatisfied are you with the way in which your complaint was handled?**

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Respondents' feedback:</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>





## Complaints Survey: 2006/07 (six months)

**A**

### Making your complaint

**A1 How did you contact the Brigade to make your complaint?**

**Respondents' feedback:**

By completing a complaints leaflet	0	In person at Headquarters	0
By letter	1	In person at local Fire Station	0
By telephone to Headquarters	2	By email	0
By telephone to local Fire Station	3	Other (please tell us)	0

**A2 How satisfied or dissatisfied are you with the ease with which you could make a complaint?**

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Respondents' feedback:</b>	4	2	0	0

**A3 Thinking about your initial contact with the Brigade regarding your complaint, would you agree or disagree that the person you spoke to about your complaint**

**Respondents' feedback:**

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly disagree
Was polite	6	0	0	0
Was helpful	5	1	0	0
Made sure they understood your complaint	5	1	0	0
Told you their name	6	0	0	0
Told you what would happen next	5	1	0	0



**B****Processing your complaint**

**B1 Thinking about the person who looked into your complaint, would you agree or disagree that he/she**

**Respondents' feedback:**

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly disagree
Was polite	6	0	0	0
Was helpful	6	1	0	0
Was easy to contact	6	0	0	0
Kept you informed	6	0	0	0

**B2 Thinking about the written correspondence you received from us regarding your complaint, do you agree/disagree that**

**Respondents' feedback:**

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly disagree
Plain English was used in the correspondence.	6	0	0	0
The correspondence was accurate.	6	0	0	0
The tone of the letter was good.	6	0	0	0
Clear guidance was given on what would happen next.	6	0	0	0
Clear guidance was given on what you could do if you were unhappy with the final response.	4	2	0	0

**B3 How satisfied were you with the outcome of your complaint?**

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Respondents' feedback:</b>	4	2	0	0

**B4 Taking everything into account, how satisfied or dissatisfied are you with the way in which your complaint was handled?**

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Respondents' feedback:</b>	5	1	0	0



## Complaints Survey: 2006/07 (01/10/06 to 31/10/07)

**A**

### Making your complaint

**A1 How did you contact the Brigade to make your complaint?**

**Respondents' feedback:**

By completing a complaints leaflet		In person at Headquarters	0
By letter		In person at local Fire Station	0
By telephone to Headquarters	6	By email	0
By telephone to local Fire Station	1	Other (please tell us)	1

**A2 How satisfied or dissatisfied are you with the ease with which you could make a complaint?**

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Respondents' feedback:</b>	6	2	0	0

**A3 Thinking about your initial contact with the Brigade regarding your complaint, would you agree or disagree that the person you spoke to about your complaint**

**Respondents' feedback:**

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly disagree
Was polite	7	1	0	0
Was helpful	7	1	0	0
Made sure they understood your complaint	7	1	0	0
Told you their name	7	1	0	0
Told you what would happen next	7	1	0	0



**B****Processing your complaint**

**B1 Thinking about the person who looked into your complaint, would you agree or disagree that he/she**

**Respondents' feedback:**

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly disagree
Was polite	7	1	0	0
Was helpful	7	1	0	0
Was easy to contact	6	2	0	0
Kept you informed	6	2	0	0

**B2 Thinking about the written correspondence you received from us regarding your complaint, do you agree/disagree that**

**Respondents' feedback:**

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly disagree
Plain English was used in the correspondence.	7	1	0	0
The correspondence was accurate.	7	1	0	0
The tone of the letter was good.	7	1	0	0
Clear guidance was given on what would happen next.	7	1	0	0
Clear guidance was given on what you could do if you were unhappy with the final response.	7	1	0	0

**B3 How satisfied were you with the outcome of your complaint?**

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Respondents' feedback:</b>	4	4	0	0

**B4 Taking everything into account, how satisfied or dissatisfied are you with the way in which your complaint was handled?**

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Respondents' feedback:</b>	7	1	0	0

