

REPORT TO: Performance and Policy Review Committee

DATE: 20 November 2006

**SUBJECT: Complaints Analysis
April -September 2006**

SUMMARY: The number of complaints received for the period April-September 2006 amount to twenty six which represents a significant increase compared with the number received for the same period over the last two years.

The number of upheld complaints has increased from one to seven and were in respect of conduct, operational matters and miscellaneous (premises and flashover).

The standard of complaint acknowledgement and investigation performance remains generally good.

Only two satisfaction questionnaire was returned. All complainants are informed however that the non-return of a questionnaire indicates that they will be deemed to be satisfied with the way in which the complaint was handled.

The number of compliments received has decreased compared with the corresponding period last year.

Members might wish to note that the Public Services Ombudsman for Wales has recently issued "Guidance on Complaints Handling" and a comprehensive report is being prepared for Members.

IMPLICATIONS:

OPERATIONAL RISK : Where appropriate, personnel are reminded of correct procedures by the Officers in charge.

COMMUNITY RISK : Essential that the Service deals effectively with complaints to maintain a positive profile within the community.

TRAINING : Issues identified and appropriate action taken by officers in charge.

H.R : None

FINANCE : Minimal direct costs, but complaints cost money in terms of liability.

I.T/COMMS : None

EQUALITY & DIVERSITY : None

HEALTH & SAFETY : Concerns identified and addressed.

LEGAL : None

RECOMMENDATION: That the attached report is noted

BACKGROUND PAPERS USED IN PREPARATION OF THIS REPORT:

Complaints and compliments received and associated correspondence.

Report Author and Designation	Judith Morris
Telephone number	4460

COMPLAINT ANALYSIS APRIL TO SEPTEMBER 2006

All Complaints Received

April – September 2006	26
April – September 2005	16
April – September 2004	17

Outcomes according to Category April – September 2006

Outcome	Admin	Misc	Conduct	Driving	Fire Safety	Operational	Total
Upheld		2	3			2	7
Not Upheld	1	1	6		2	2	12
Not Determined							
Withdrawn			1	1		3	5
Rejected					1		1
Total	1	3	10	1	3	7	25*

*1 Complaint ongoing.

Outcomes according to Category April – September 2005

Outcome	Admin	Misc	Conduct	Driving	Crew Responding	Operational	Total
Upheld						1	1
Not Upheld	1	2	2	1		1	7
Not Determined			1	2	1		4
Withdrawn		1					1
Rejected							0
Total	1	3	3	3	1	2	13

Outcomes according to Category April – September 2004

Outcome	Admin	Misc	Conduct	Driving	Crew Responding	Operational	Total
Upheld	1			2	1	2	6
Not Upheld			3			1	4
Not Determined			1	1		2	4
Withdrawn							
Rejected	1		1			1	3
Total	2		5	3	1	6	17

Complaint Acknowledgement	2006	2005	2004
Total Number of Tasks	26	10	16
Done within 1 day	13	6	11
Done within 2-3 days	1	2	4
Done within 4-5 days	5	1	1
Done other 5 days	0	1	0

Complaint Investigation Performance	2006	2005	2004
Total Number of Tasks	26*	13	17
Done within 14 days	14	8	
Done within 15-20 days	4	2	13
Done within 21-25 days	0		2
Done after 25 days	4	2	

*3 Complaints withdrawn and one ongoing

Satisfaction with Courtesy of Complaint Handling

	2006	2005	2004
Agree Strongly	1	1	1
Agree	1	1	4
Questionnaire Not Returned	23	19	43
Disagree	0	0	0

*One questionnaire not issued sensitivity surrounding complaint.

Letters of Appreciation Record

	2006	2005	2004
Service HQ	5	11	12
Carmarthenshire	5	12	11
Ceredigion	12	8	5
Neath Port Talbot	7	4	6
Pembrokeshire	4	4	7
Powys	1	3	2
Swansea	7	10	15
Total	41	52	58