

REPORT TO THE PERFORMANCE REVIEW AND AUDIT COMMITTEEDATE: 27TH April 2009

REFERENCE:

SUBJECT: Customer Feedback Analysis October 2008- March 2009**SUMMARY:**

The 6 monthly update on complaints and compliments received stems the period 1st October 2008 to 31st March 2009.

A total of 9 complaints (including 1 anonymous complaint which are not monitored officially, but are included for information) and a total of 57 compliments were received. (The previous 6 month reporting period April 2008- September 2008 reported 10 complaints and 60 compliments).

OBJECTIVES		IMPLICATIONS	
More than an Emergency Service	YES	Operational Risk Management	YES
Trusted & Respected by our customers	YES	Community Risk Reduction	YES
Saving Lives, Protecting Communities	YES	Learning & Development	YES
Managing within Budget	YES	Service Control	YES
Allocate Resources to Priorities	YES	Civil Contingencies & Resilience	YES
Efficiency savings	YES	Finance & Procurement	YES
Alternative funding & resources	YES	H.R.	YES
Managing People	YES	ICT	YES
Risk Reduction Planning	YES	CCMS	YES
Partnership Working	YES	Transport	YES
Effective & Empowered People	YES	Health & Safety	YES
		Premises	YES
		Sustainability & Environment	YES
		Welsh Language	YES
		Legal	YES
		Governance	YES
		Equality & Diversity	YES
		Representative Body Consultation	YES

COMMENTS/OBSERVATIONS ON THE ABOVE OBJECTIVES/IMPLICATIONS:

Customer feedback identifies satisfaction levels for the work undertaken by the Fire Service. Customer satisfaction is linked to all of the organisational objectives and has implications for all departments within the service.

RECOMMENDATIONS:

That Members acknowledge the report.

BACKGROUND PAPERS USED IN PREPARATION OF THIS REPORT:

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