



MEETING: GOVERNANCE COMMITTEE 31 MAY 2024

SUBJECT: COMPLIMENTS AND COMPLAINTS ANNUAL REPORT 2023/2024

JOINT REPORT OF THE CHIEF FIRE OFFICER/CHIEF EXECUTIVE (THE CLERK TO THE AUTHORITY) THE FINANCE DIRECTOR AND THE PERSONNEL ADVISOR TO THE AUTHORITY

1 INTRODUCTION

- 1.1 The purpose of this report is to provide the Governance Committee with an overview of the compliments and complaints received by Tyne and Wear Fire and Rescue Service (hereby referred to as 'the Service') from 1 April 2023 to 31 March 2024.
- 1.2 Appendix A provides an overview of the compliments and complaints received during this period.

2 BACKGROUND

- 2.1 The Service is committed to providing the highest quality of service to the communities of Tyne and Wear and recognises feedback as an essential component of continuous improvement. Feedback offers critical reflection of performance against standards and may describe activities undertaken to an exceptional standard or identify areas for improvement.
- 2.2 Whilst the Service strives for operational excellence, there may be occasions when it does not deliver to the standards expected and welcomes views about performance, allowing the opportunity to investigate and correct circumstances of underperformance and learn from the outcomes to improve the quality of service provided.

3 COMPLIMENTS AND COMPLAINTS

- 3.1 During 2023/2024, 170 compliments and 38 complaints were received. When compared with 2022/2023, both saw an increase in the number of compliments (12) and complaints (20) received. Even with a slight increase in submissions this year, when compared with the 71,551 'official' interactions both figures are low. The 170 compliments equate to 0.24% of the official interactions and the 38 complaints equate to 0.05%.
- 3.2 The compliments and complaints were received from the public, service users, partners or other stakeholders. Overall, the correspondence was generally appreciative of the Service, even some complaints and the compliments acknowledged the positive impact employees had made on them and the exceptional service provided.



4 RISK MANAGEMENT

- 4.1 Complaints can pose a reputational risk to the Service therefore the volume, content, outcomes and recommendations of these submissions are closely monitored.

5 FINANCIAL IMPLICATIONS

- 5.1 There are no financial implications in respect of this report.

6 EQUALITY AND FAIRNESS IMPLICATIONS

- 6.1 There are no equality and fairness implications in respect of this report.

7 HEALTH AND SAFETY IMPLICATIONS

- 7.1 There are no health and safety implications in respect of this report.

8 RECOMMENDATIONS

- 8.1 Members are recommended to:
- a) Endorse the contents of this report.
 - b) Receive further reports as appropriate.

BACKGROUND PAPERS

None