

## PUBLIC COMPLAINTS RECEIVED - 1 APRIL 2020 TO 31 MARCH 2021

No	COMPLAINT/ENQUIRY	From Individual or Group	DATES		COMMENTS
			No. working days to acknowledge	No. working days taken to reply	
1	Concern as to removal of tree at New Mills and behaviour of contractors	Individual	1	1	An apology was given to the complainant. Feedback given to the contractors.
2	Concern as to repeated use of sirens and Blue Lights on a particular route	Individual	2	2	Explanation given to say that the Driver Training required drivers to use sirens and blue lights but alternative routes would be taken.
3	Use of Social Media	Individual	1	2	Apology given to the complainant as to image used. Training given to staff.
4	Response to enquiry about On-Call Firefighter role	Individual	1	1	Feedback given to the complainant. This was a misunderstanding. Training given to staff.
5	Use of Social Media - Facebook	Individual	1	1	This related to an employee's personal account not a Service account. Training given to staff.
6	Error in Fire Safety advice on Fireworks	Individual	1	1	Image with the advice was issued by Public Health England for use nationwide. We removed the image from Social Media and advised PHE and other fire services of the error.
7	Website page content	Individual	1	1	Website page reviewed and amended.
8	Behaviour of crew at Bonfire incident	Individual	1	1	Feedback given to the complainant. Training given to staff.
9	Handyvan visit	Individual	1	6	Apology given to the complainant as to Handyvan Scheme visit. Referred to Handyvan Scheme who gave training to staff.