

Part 3

Customer Focus

When complaints are received they are categorised by the person receiving the complaint in to one of the following categories.

- DRIVING - regarding the way in which Fire service vehicles are being driven
- ESTABLISHMENT - about HFRS in general i.e. its procedures or policies
- FIRE SAFETY - against a third party regarding fire precautions within a property
- OPERATIONS - regarding the manner in which operational incidents are dealt with
- PERSONAL - against individual members of the service
- WATER SUPPLIES - regarding the position of and/or condition of water supplies
- MISCELLANEOUS - any that do not fall in to the above categories

First Period Complaints July to September 2006

July 2006

Five complaints were received, two Personal, two Establishment and one Operations.

August 2006

Two complaints received, one driving and one Personal.

September 2006

Two complaints received, one driving and one Personal.

Period Total Nine

Second Period Complaints October to December 2006

October 2006

Two complaints received, one driving and one Personal.

November 2006

Two complaints received on Establishment.

December 2006

One complaint received on Operations.

Period Total Five