ECFRS Performance and Resources Board

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Overview

➢ **Introduction to Complaints and Compliments**

Complaints and compliments are important feedback tools that can be used to improve performance.

➢ **Dashboard Metrics for Complaints**

Dashboards, metrics for complaints, including the breakdown of complaint themes and the number of complaints upheld and not upheld.

Introduction to Complaints and Compliments

Complaints : An expression of dissatisfaction, which requires a formal investigation and a written response. These can be received in writing, by post, email, through social media, verbally or in person. A local resolution should be considered in the first instance.

Concerns: Those which do not fall under the definition of a complaint, and which can legitimately be resolved at an appropriate level without formal investigation. Solutions to informal complaints should be straightforward, simple, and quickly meet the needs of those raising their concerns.

Comments: Are queries or statements about a particular activity or circumstances that do not raise a complaint.

Compliments: Compliments are an expression of praise or satisfaction received by the Authority for work or actions undertaken by individuals in the employ of the Authority or provided by the Service for the Authority.

Why Complaints and Compliments Matter

➢ **Identify Areas for Improvement**

➢ **Highlight Best Practices**

➢ **Help to provide better service**

➢ **Importance of Complaint Resolution:** When evaluating an organization's complaint handling, it is crucial to consider both upheld and unresolved complaints. A strong and trained customer service team and a transparent complaint resolution process are imperative to ensure high customer satisfaction.

Dashboard Metrics for Complaints

➢ **Breakdown of Complaint Themes**

➢ **Identify Common Issues :** Analysing the breakdown of complaint themes can help us to identify common issues and will help to identify areas for improvement.

➢ **Prioritize Areas of Improvement:** The breakdown of complaint themes help us to prioritize areas of improvement based on the severity and frequency of complaints

Complaints Received
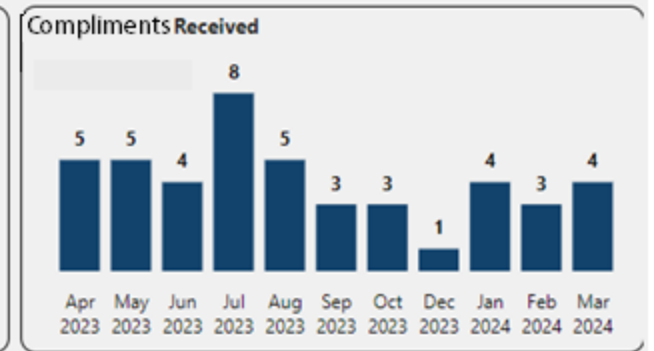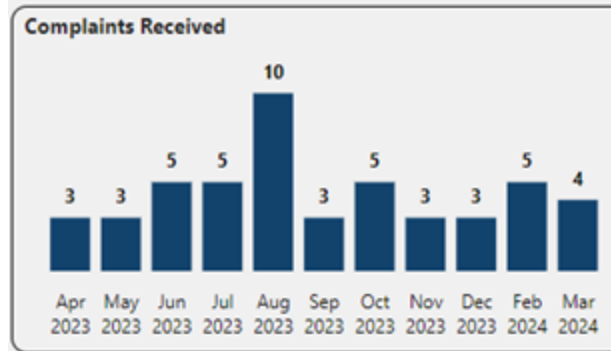
Classification	# Complaints
Driving	12
Staff atttitude/behaviour	12
Operational	5
Other	5
Staff behaviour	5
social Media	4
Fire Safety/staff behavour	2
HFSV Delay	1
HR	1
service provision	1
Social media / Staff behaviour	1
Total	**49**

Compliments Received

Classification	# Compliments
Fire Safety	2
operatioanl Incident	1
Operational	31
Operational and control	1
Operational Incident	6
Other	1
Staff	1
Staff atttitude/behaviour	2
Total	**45**

Number of Complaints Upheld and Not Upheld

Month	Number of complaints	Classification	Upheld	Not Upheld	Unknown HR Investigation	Under Investigation
January	0	N/A	4	1	0	0
February	5	1 x Social Media / Staff behaviour 3 x Operational 1 x Other				0
March	4	3 x Staff Behaviour 1 x Driving	0	3	1	0
April	5	3 x Staff Behaviour 1 x Operational Capability 1 x Fire Safety	1	3	1	0
May	2	1 x Other 1 x Staff Behaviour	1	1	0	0
June	7	2 x Staff Behaviour 2 x Operational Incident 1 x Noise 1 x Internal Complaint/HR Matter 1 x Other	1	3	2	1
July	21	18 x Staff Behaviour 1 x Safety 1 x Social Media 1 x Other	1	1	1	18

Complaints Resolution and Satisfaction

➢ **Average Days to Resolve Complaints:** Complaints resolution does not have a statutory deadline, but our Information Governance team consistently manages to resolve complaints within 20 working days on average.

➢ **Factors Contributing to Complaint Resolution**

Key elements determine whether a complaint is upheld, such as the complaint validity, the quality of the complaint resolution process, and the effectiveness of the complaints team.

➢ **Complaints Satisfaction:** Since 2023 we have received one complaint about the management or resolution of the case.

Complaints Resolution

➢ **Improving the Complaint Resolution Process**

Clear and effective communication channels are essential to improving the process of resolving complaints, streamlining complaint-handling procedures, and providing adequate staff training. The Information Governance Team holds monthly meetings to discuss the complaints received and develop resolution strategies.

➢ **Importance of Customer Satisfaction**

Customer satisfaction is a key measure of the effectiveness of our complaints process. At ECFRS, complaints receive a feedback form to assess their satisfaction after receiving a response to their complaint.

➢ **Measuring Customer Satisfaction**

Measuring customer satisfaction is provide the complaints officer an overview of the level of satisfaction. However, not all customers provide feedback.

Complaints Referred to the Ombudsman

➢ **Complaints Referred to the Ombudsman**

Referrals indicate that complainants are not satisfied with the resolution process and are seeking external help. We haven't reported any complaints to Ombudsman in the last year.

Ways to Prevent Complaints Escalation: Ways to prevent complaints escalation includes

- Improving communication.

- Providing clear policies and procedures.

- Addressing complaints promptly and effectively.