



Report No:

Agenda Item:

Report to:	GOOD GOVERNANCE BOARD																							
Meeting Date:	23 OCTOBER 2023																							
Report Title:	SFRS COMPLAINTS ANNUAL REPORT 2022/23																							
Report Classification:	For Decision	Board/Committee Meetings ONLY For Reports to be held in Private Specify rationale below referring to <u>Board Standing Order 9</u>																						
		<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>																
1	Purpose																							
1.1	To provide the Good Governance Board with a progress update regarding the handling of complaints in compliance with SFRS Complaints Policy as outlined in the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure (MCHP) and provide the annual statistics for 2022/23.																							
2	Background																							
2.1	<p>The Scottish Fire and Rescue Service's complaint handling procedure helps the service to improve services and processes based on feedback. It is one of a range of methods to help the service understand how well it is delivering its services.</p> <p>SPSO revised and reissued all the MCHPs on 31 January 2020, and public bodies were required to implement this updated MCHP over the business year, with full implementation by no later than 1 April 2021 but due to Covid-19, the SPSO agreed that provided progress was being made, this was accepted.</p> <p>SFRS published the new SFRS Complaints suite of documents on 17 December 2021 after consultation and progression through the Information Governance Group and Good Governance Board and this has been implemented throughout SFRS.</p> <p>The new MCHP requires organisations to report on and publish complaints performance information in line with complaints performance indicators published by the SPSO. There are four mandatory quantitative KPIs and it is a minimum requirement for all organisations to report against these mandatory KPIs in their annual complaints performance report.</p> <p>Deadlines for publishing annual complaints performance reports for Local Authorities, Registered Social Landlords, Scottish Government, Scottish Parliament and Associated Public Bodies, are applicable for data collected from 1 April 2022. The annual report publication deadline is the end of October each year, therefore, the first annual report using these KPIs is October 2023.</p>																							
3	Main Report/Detail																							
3.1	Below is some of our key statistical data:																							
	<table border="1"> <thead> <tr> <th>Period</th> <th>Total No Complaints Received</th> <th>Change from previous year</th> </tr> </thead> <tbody> <tr> <td>2022/23</td> <td>150</td> <td>-43</td> </tr> <tr> <td>2021/22</td> <td>193</td> <td>+26</td> </tr> <tr> <td>2020/21</td> <td>167</td> <td>+41</td> </tr> <tr> <td>2019/20</td> <td>126</td> <td>+26</td> </tr> <tr> <td>2018/19</td> <td>109</td> <td>N/A</td> </tr> </tbody> </table>						Period	Total No Complaints Received	Change from previous year	2022/23	150	-43	2021/22	193	+26	2020/21	167	+41	2019/20	126	+26	2018/19	109	N/A
Period	Total No Complaints Received	Change from previous year																						
2022/23	150	-43																						
2021/22	193	+26																						
2020/21	167	+41																						
2019/20	126	+26																						
2018/19	109	N/A																						

Complaints can be dealt with either at the frontline resolution stage (Stage 1), for issues that are straightforward and simple, requiring little or no investigation, or the investigation stage (Stage 2), where the customer is dissatisfied with the Stage 1 response or refuses to engage with attempts to handle the complaint at Stage 1 or it is clear that the complaint requires investigation from the outset.

The majority of SFRS complaints (57%) are dealt with at Stage 1.

Days to Respond				
Year	Response in 1-5 days (Stage 1)	Response in 6-20 days (Stage 2)	Response in 20+days (Extension)	Total
2022/23	86	57	7	150

NOTE: One of the 7 was over the Festive period and was answered on day 20

There are a number of different outcomes to formal complaints: upheld; partially upheld; not upheld; withdrawn or dealt with under internal procedures. The majority of complaints received by SFRS continue to be not upheld, either at Stage 1 or 2.

A new category “resolved” has been introduced by SPSO, where both SFRS and the complainant agreed to a solution/outcome. In total SFRS have had 7 of these cases during 2022/23 and these will be added to our report dashboards which are currently being redeveloped. The resolved cases are currently included with not upheld on the dashboard. It is intended to have this done by the end of November. Details on the 7 which were resolved are listed below:

CMP-00-1112-2023: Complainant unhappy about waiting for Incident report from fire. Outcome - Information Governance were within statutory timescales which was explained to the complainant and accepted.

CMP-001053-2022: Alleged dangerous driving complaint of fire service van with red light and sirens. Outcome – The vehicle did not belong to SFRS which the complainant accepted.

CMP-001023-2022: Individual complained they were unable to submit a request for Home Fire Safety Visit (HFSV). Outcome - Individual contacted and talked through how to make the request. HFSV arranged, agreed as user error.

CMP-001021-2022: Unhappy a Firefighter friend has blocked him on Social Media. Outcome – Discussed with individual and agreed as a private/domestic matter.

CMP-000989-2022: Complainant alleged former Firefighter threatening him. Outcome – Discussed with complainant and confirmed individual was not employed by SFRS.

CMP-000986-2022: Fire Service sign fixed to lamppost outside B listed home damaging paintwork. Outcome – Agreed with Complainant to remove sign. Sign removed.

CMP-000983-2022: Unhappy no-one was at reception at Inverness HQ to answer a question. Outcome – Explanation provided and complainant satisfied.

Complaints Totals for 2022/23

Outcome of complaint	Number	%
Claim	3	2%
Upheld	29	19.3%
Partially Upheld	15	10%
Internal Procedures	15	10%
Not Upheld	80	53.3%
No response from complainant	8	5.3%
Withdrawn	0	0%

A full breakdown of statistics is available on the attached Appendix 1 including by:

- Quarter
- Outcome (number and percentage)
- Categories/sub categories
- Complaints made by
- Service Delivery Area
- LSO/Department
- Responded in number of days and percentage

Where a complaint is upheld in whole or part, a suitable apology can be made to the customer and actions taken, wherever possible, to address their concerns and/or improve service provision.

Where complaints identify issues of persistent service failure, these should be addressed by the Information Governance Group (IGG). Analysis of complaints data is reviewed quarterly by IGG and embedded in change and improvement processes.

At the conclusion of Stage 2, customers are referred to the SPSO, should they remain unhappy. The SPSO may decide to investigate the complaint and this is considered the third, and final, stage of the complaint's journey. Where the SPSO make a decision on a complaint, it cannot be investigated again by SFRS.

SFRS had one case referred to the SPSO in March 2023 relating to an individual attending an interview who was unhappy with the attitude of member of staff. The decision received stated that SFRS provided a prompt response, engaged fully and the SPSO would not be investigating this matter further.

Complaints can be made in a variety of ways: in person, by telephone, using a paper form or increasingly, online using a bespoke complaints form. Approximately 96% of complaints are now made online, via our website. While complaints made via social media channels are noted by the Communications Team, customers are always signposted to the online complaints procedure, should they wish their complaint to be progressed formally. This process is embedded in the revised Complaints Handling Policy. The specific way in which complaints were received was previously not recorded on the Power BI system. This recording has started for the current year, 2023-24

At the present time, it is not generally possible to quantify the amount of time spent by officers/staff on dealing with complaints. Some complaints are straightforward and will involve little resource to resolve, while others will take much longer to resolve and potentially involve a larger group of officers/staff. A small number of complainants can take up a disproportionate amount of resource, potentially to the disadvantage of the service.

The overall number of complaints received has reduced for 2022/23 from 193 to 150.

	2018/19	2019/20	2020/21	2021/22	2022/23
Upheld	22	25	45	69	29
Not Upheld	48	68	90	103	80
Internal Procedures	19	13	16	9	15
Partially Upheld	10	12	14	8	15
No Response	10	7	0	3	8
Withdrawn	0	1	2	1	0
	109	126	167	193	150

Most complaints opened during 2022/23 were closed in the same period, reflecting successful complaints handling.

Performance at Stage 1 is 3 days on average for complaints to be closed. The national performance target is 5 days.

Performance at Stage 2 is 14.25 days on average for complaints to be closed. The national performance target is 20 days.

The majority of complaints received were recorded against Service Delivery, Driving, On Duty Conduct, Off Duty Conduct and Social Media. These categories are the same top five as last year.

Service Delivery

During 2021/22, we changed our method of capturing complaints to Sharepoint (Lists), which allows us to use Power BI to interrogate the data and provide a more detailed analysis. The Service Delivery category previously was too large and difficult to analyse therefore we divided it into sub categories. These are reviewed continually and have been improved upon for 2022/23.

The total number of Service Delivery complaints during 2022/23 was 69 of which 42 were not upheld, 14 upheld, 7 partially upheld, 3 were passed to Claims and 3 had no response from the complainant. From those where a claim was made, 1 was paid out, 1 was declined and 1 was never progressed further after no contact from the complainant.

In comparison, the total number of Service Delivery complaints during 2021/22 was 83 of which 57 were not upheld, 20 upheld, 5 partially upheld and 1 withdrawn. Showing a reduction in total and an increase in the number not upheld during 2022/23.

Driving

In 2022/23, Driving had a total of 25 complaints, of which 13 were not upheld, 7 were upheld, 2 partially upheld, 1 passed to internal investigation and 2 had no response from the complainant.

In comparison, in 2021/22, driving had a total of 31 complaints of which 18 were not upheld, 12 were upheld and 1 had no response from the complainant. This shows a reduction in total compared to last year.

As part of all driving courses, driver attitudes and behaviours are assessed throughout the course and form part of the candidate's assessment to determine if they have met the standard expected. Training, Safety and Assurance (TSA) are monitoring that all instructors pay particular focus on the training delivered to candidates prior to undertaking any practical driving elements and ensure that the pre-course study packs have been completed (incorporating the highway code element which will cover the road traffic signs and exclusions complaints relating to Parking). All of which are assessed by way of Q&A sessions prior to practical training.

Training Station Commanders were also contacted to highlight the concerns around On Call staff responding to pagers and reinforce, through the local management teams responsible for RDS stations, their responsibilities to comply with road traffic regulations on pager activation.

TSA recognise that whilst there are still a significant proportion of complaints related to dangerous driving, it is positive to see a significant reduction in complaints/upheld complaints. Also, of note is the disparity between SDA's this year, this is something which will be investigated at local level in the WSDA to ensure the previous plan is delivered.

The overall picture is a better one and on the correct trajectory but TSA will continue to monitor any further incidents and review if additional measures could be applied to reduce the complaints further.

On Duty Conduct (Comparisons)

On Duty Conduct had a total of 20 complaints, of which 8 were not upheld, 5 were upheld, 3 were partially upheld, 2 dealt with under internal investigation and a further 2 had no response from the complainant.

In comparison, in 2021/22, On Duty Conduct had a total of 23 complaints of which 9 were not upheld, 10 were upheld, 1 was partially upheld, 2 dealt with under internal investigation and a further 1 had no response from the complainant. This shows a reduction in total and slight decrease in the number not upheld.

When we analyse the upheld/partially upheld statistics based on LSO areas, whilst the numbers may seem relatively high, the numbers are only identified as 1's or 2's, spread over 18 locations and there is no particular trend where service improvement can be implemented.

Off Duty Conduct

Off Duty Conduct had a total of 21 complaints, of which 11 were not upheld, 0 were upheld, 0 were partially upheld, 9 dealt with under internal investigation and 1 had no response from the complainant.

In comparison, in 2021/22, On Duty Conduct had a total of 23 complaints of which 7 were not upheld, 7 were upheld, 1 was partially upheld, 3 dealt with under internal investigation and 1 was withdrawn. This shows a slight reduction in total and decrease in the number upheld/partially upheld.

Again, when we analyse the upheld/partially upheld statistics based on LSO areas, whilst the numbers may seem relatively high, the numbers are only identified as 1's or 2's, spread over 18 locations.

Social Media

Social Media had a total of 9 complaints of which 3 were not upheld, 1 upheld, 2 partially upheld, 3 dealt with under internal investigation.

In comparison, in 2021/22, Social Media had a total of 16 complaints of which 4 were not upheld, 7 were upheld, 1 was partially upheld, 4 dealt with under internal investigation. This shows a significant reduction on last year's total figure although an increase in the number upheld.

Communications and Engagement published the new Social Media Policy and have continued working with Information Governance to ensure the correct guidance is available and adhered to throughout SFRS to try and reduce complaints. Any issues identified by an upheld complaint were dealt with immediately and communications/guidance issued at that time.

From all of the cases which were dealt with under Internal Investigation, here is a breakdown of outcomes. Specific details cannot be provided in compliance with Data Protection.:

Upheld	5
Not Upheld	8
Informal	2
Total	15

Examples of various complaints received are available to review in Appendix 2.

Complaints comparisons for 2021/22 and 2022/23 are available to review in Appendix 3.

Benchmarking

Being a national service of our size makes it difficult to benchmark against similar organisations as there isn't one which covers the same geographical area, same numbers in staffing, or same issues which are complained about. However, the overall number of complaints received as an organisation of our size are significantly low.

The main comparison we have been able to make is with London Fire Brigade:

Period	SFRS Complaints	London Fire Brigade Complaints
2022/23	150	107
2021/22	193	98

SFRS have shown a decrease from last year of 43 and London Fire Brigade figures have increased by 9.

Recording

Using Sharepoint (Lists) to collate complaints allows us to use Power BI to interrogate the data and provide a more detailed analysis which is more user friendly and meaningful moving forward.

LSO's and Heads of Service will be given access so that they can monitor their own areas and also provide more feedback on how complaints were dealt with and any improvements which have been made. They will have the ability to look at other areas across service and identify any trends as they appear rather than at the end of each quarter.

The Complaints area of the new SFRS website has been updated and refreshed in line with SPSO Guidance which will ensure it is more user friendly and easier for people to make a complaint if required.

These changes are to support our organisation in evaluating our own performance, driving improvement and sharing good practice through the associated complaints handlers networks thus ensuring we provide excellent service to our customers through effective complaints handling procedures.

Continuous scrutiny of complaints data and performance continues to be carried out on a regular basis and has been supported by improvements in both data analytics and access to management information. This focus is having a positive impact with response rates for frontline resolutions completed within timescale improving.

4	Recommendation
4.1	The Good Governance Board are asked to note the contents of this report and the new methods of collating/analysing data and making improvements, based on the new Model

	Complaints Handling Policy. Also, to support the report being published to the SFRS Website.	
5	Core Brief	
5.1	N/A	
6	Appendices/Further Reading	
6.1	Appendix 1 – Statistics Spreadsheet Appendix 2 – Examples of Complaints Appendix 3 – Complaints Comparison 2021/22 v 2022/23	
7	Key Strategic Implications	
7.1	Key Strategic Implications Considered and those Identified Added Appropriately to Main Report/Detail (Section 3. Above)	Yes/No
Prepared by:	Carol Wade, Information Governance Manager/Data Protection Officer	
Sponsored by:	Marysia Waters, Head of Communications and Engagement	
Presented by:	Carol Wade, Information Governance Manager/Data Protection Officer	
Links to Strategy and Corporate Values		
<p>The Complaints process supports Outcome 5 - We are a progressive organisation, use our resources responsibly and provide best value for money to the public. We will achieve this by:</p> <p>Improving the use of data and business intelligence to support decision making.</p> <p>Proactively engaging with and providing more accessible information on what we do for the public and our stakeholders.</p>		
Governance Route for Report	Meeting Date	Report Classification/ Comments
Information Governance Group	15/09/2023	<i>Report Circulated for Comments</i>
Good Governance Board	23/10/2023	<i>Approved</i>

APPENDIX 1 – Complaints 2022-23

150

Total Complaints

0

Outstanding complaints

2

Complaints via Chief

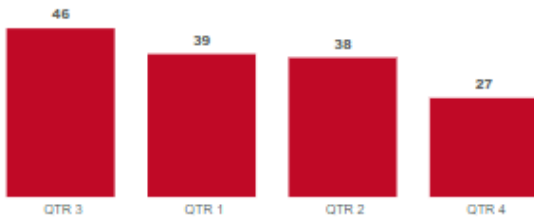
1

Chief notified of complaints

1

SPSO Complaints

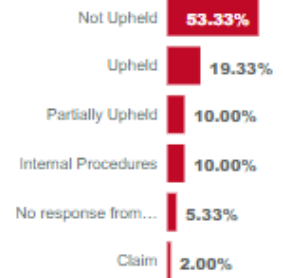
Complaints by quarter



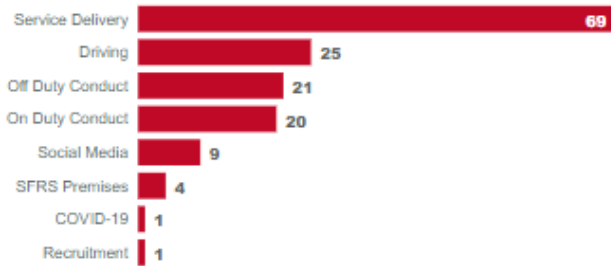
Complaints by outcome

Outcome	Count of Number
Not Upheld	80
Upheld	29
Partially Upheld	15
Internal Procedures	15
No response from complainant	8
Claim	3
Total	150

Outcome %



Complaints by category



Complaints received by

Received By	Number
	150
Total	150

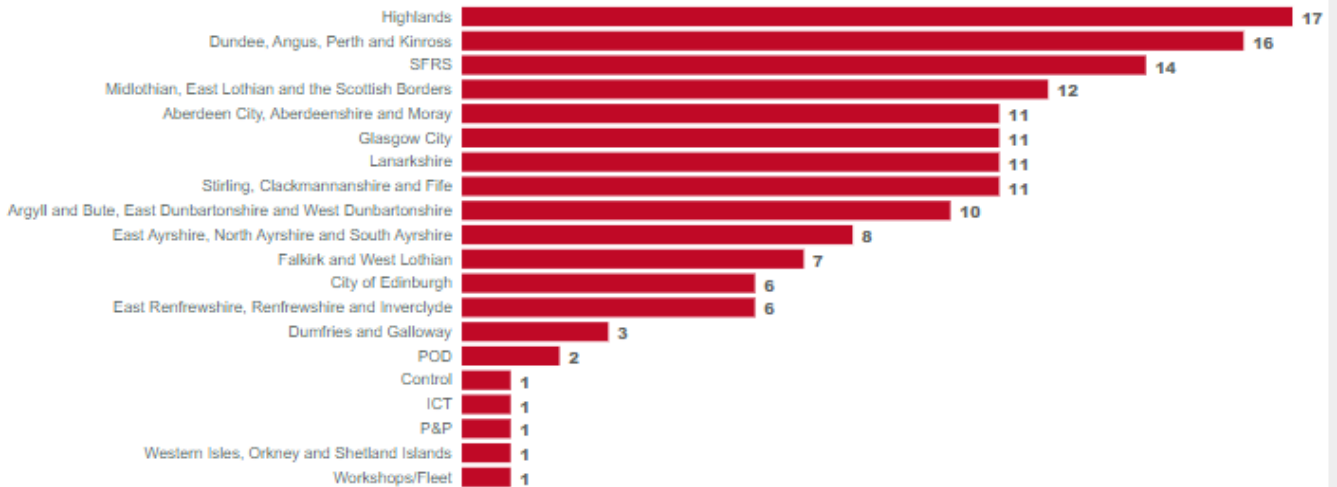
Complaints made by

Complainant	Number
Member of the Public	140
Business premise	3
Visit organiser/Community Group	3
Local Councillor	1
MSP	1
Sub-Contractor	1
Support Worker	1
Total	150

Complaints by SDA

West	North	East	SFRS
52	45	36	17

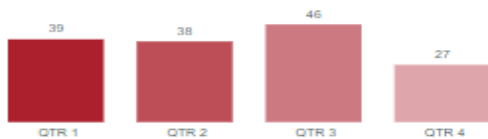
Complaints by LSO/Area



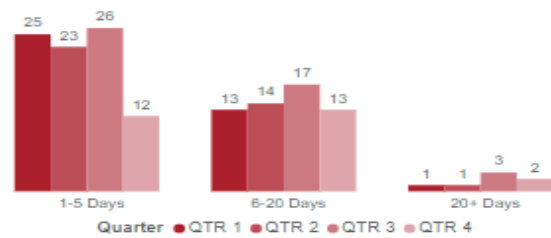
Complaints awaiting a response

0

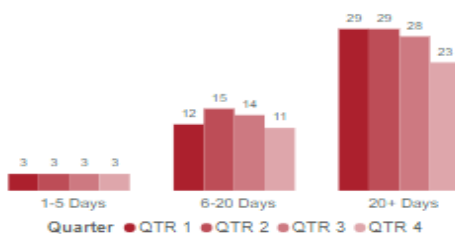
Total complaints by quarter



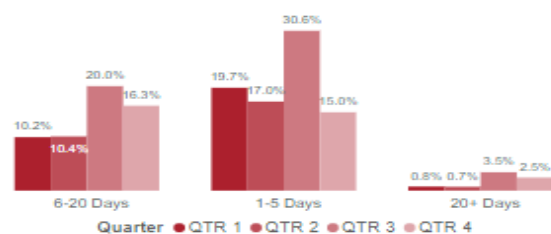
Complaints by response and quarter



Average days to respond by quarter



Complaints by response and quarter



Complaints by category

Category	2022-23	Total
Service Delivery	69	69
Driving	25	25
Off Duty Conduct	21	21
On Duty Conduct	20	20
Social Media	9	9
SFRS Premises	4	4
COVID-19	1	1
Recruitment	1	1
Total	150	150

Complaints by sub category

Sub Category	2022-23	Total
D - Dangerous/inappropriate Driving - Appliance	7	7
D - Dangerous/inappropriate Driving - Responding to Pager	2	2
D - Dangerous/inappropriate Driving - SFRS Car	10	10
D - Dangerous/inappropriate Driving - use of mobile device	2	2
D - Dangerous/inappropriate Driving - Van	2	2
D - Parking - other vehicle	2	2
O#D - Alleged Drug/Alcohol Use	2	2
O#D - Behaviour	14	14
O#D - Charge Allegations	2	2
O#D - Domestic	1	1
OnD - Attitude	8	8
OnD - Behaviour	11	11
OnD - Breach of Confidentiality	3	3
R - On Call	1	1
SD - Actions of Crew	10	10
SD - Call Handling - No return Call	2	2
SD - Call Handling - Staff Rude	1	1
SD - Correspondence - delayed response	1	1
SD - Correspondence - no response	9	9
SD - Correspondence - online forms / HFSV form	2	2
SD - Correspondence - Unhappy with response	1	1
SD - Crew/Staff Shortage	3	3
SD - Damage - Property	3	3
SD - Damage - Vehicle	1	1
SD - Failure to Attend/Assist	9	9
SD - Failure to Extinguish	1	1
SD - Failure to follow Procedures	3	3
SD - Forced Entry - Excessive damage	3	3
SD - Forced Entry - Left Unsecure	3	3
SD - Forced Entry - Unnecessary entry	4	4
SD - HFSV/Smoke Alarms	1	1
SD - Hydrants - Dirty Water	3	3
SD - Incident - Fire	6	6
SD - New Alarm Regulations	1	1
SD - Use of Resources	3	3
SM - Facebook	4	4
SM - Other	1	1
SM - Twitter	4	4
SP - Building Perimeters	1	1
SP - Damage to adjoining property	2	2
SP - Noise	1	1
Total	150	150

Category	Abbreviated description	SDA	Outcome
Service Delivery	Appliance allegedly damaged complainants car whilst attending an incident	North	Claim
Service Delivery	Sent to Claims team,	SFRS	Claim
Service Delivery	Unhappy with forced entry and wants door replaced	West	Claim
Driving	Alleged use of mobile phone whilst driving SFRS car	East	Upheld
Driving	Unhappy with driving of appliance in Dunfermline	East	Upheld
Driving	Dangerous driving responding to pager	North	Upheld
Driving	Unhappy with driving of appliance	North	Upheld
Driving	Driving too fast responding to pager	West	Upheld
Driving	SFRS vehicle driving through red light	West	Upheld
Driving	Unhappy with driving of SFRS car	West	Upheld
On Duty Conduct	Too much noise from station when returning from a shout	North	Upheld
On Duty Conduct	Unhappy how teenager was treated for reporting fire	North	Upheld
On Duty Conduct	Unhappy with the way they were spoken to at incident	North	Upheld
On Duty Conduct	Unhappy with way they were spoken to at incident	North	Upheld
On Duty Conduct	Unhappy with the way she was spoken to at incident	West	Upheld
Service Delivery	SFRS Staff charging electric vehicles - theft of the public purse	East	Upheld
Service Delivery	Unhappy with mess left on his property after work in Cupar fire station	East	Upheld
Service Delivery	Unhappy with SFRS sign causing damage to property	East	Upheld
Service Delivery	Was awoken by appliance using siren outside house at 0440hrs	East	Upheld
Service Delivery	Crew could not open hydrant	North	Upheld
Service Delivery	Damage to Church roof whilst leaving incident	North	Upheld
Service Delivery	No response to FOI request	SFRS	Upheld
Service Delivery	Repeatedly asked for HFSV	SFRS	Upheld
Service Delivery	Unhappy with how 999 call was handled	SFRS	Upheld
Service Delivery	No response to enquiry	West	Upheld
Service Delivery	Unhappy no one responded to letter of concern	West	Upheld
Service Delivery	Unhappy parents were referred to Social work after HFSV	West	Upheld
Service Delivery	Unhappy with how she was spoken to when she phoned the station for advice	West	Upheld
Service Delivery	Unhappy with the mess crew left on her driveway after checking hydrant	West	Upheld
SFRS Premises	Damaged fence and post, car used for training purposes is an eyesore	North	Upheld
SFRS Premises	From building standards stating we have unauthorised building works at Carradale fire station	SFRS	Upheld
Social Media	Unhappy with comments on Facebook	North	Upheld

Driving	Dangerous Driving	East	Partially Upheld
Driving	Unhappy with driving of appliance	West	Partially Upheld
On Duty Conduct	Unhappy with conduct of staff member when in SFRS vehicle	North	Partially Upheld
On Duty Conduct	Unhappy with attitude of staff at interview	SFRS	Partially Upheld
On Duty Conduct	unhappy with the way he was spoken to at an incident	West	Partially Upheld
Recruitment	Unhappy with on call recruitment procedure	SFRS	Partially Upheld
Service Delivery	Complainant did not answer door during the night as he did not know who was there	East	Partially Upheld
Service Delivery	Unhappy no one called back re safety check for parents	East	Partially Upheld
Service Delivery	Unhappy no response to concerns re neighbour	East	Partially Upheld
Service Delivery	Washing dirty after hydrant inspection	East	Partially Upheld
Service Delivery	Unhappy no subtitles for deaf on STV advert	SFRS	Partially Upheld
Service Delivery	Unhappy we did not attend school fayre	West	Partially Upheld
Service Delivery	Unhappy with forced entry and home being left unsecure	West	Partially Upheld
Social Media	Inappropriate use of twitter - not politically neutral/sexist	North	Partially Upheld
Social Media	unhappy with twitter comments	West	Partially Upheld
Driving	Driver parked SFRS vehicle partially on pavement, blocking road. Delivery driver asked driver to move it, and SFRS employee became abusive	SFRS	Internal Procedures
Off Duty Conduct	Unhappy with work carried out by a Ff off duty	East	Internal Procedures
Off Duty Conduct	Allegations of inappropriate behaviour and previous charges	North	Internal Procedures
Off Duty Conduct	Alleged criminal charges	North	Internal Procedures
Off Duty Conduct	Behaviour of On-call ff in Orkney	North	Internal Procedures
Off Duty Conduct	Use of Fuel card and Behaviour as a landlord	North	Internal Procedures
Off Duty Conduct	WT Ff allegedly working elsewhere, whilst off sick	North	Internal Procedures
Off Duty Conduct	Alleged drug supplying by Ff	West	Internal Procedures
Off Duty Conduct	Alleged drug use of Ff	West	Internal Procedures

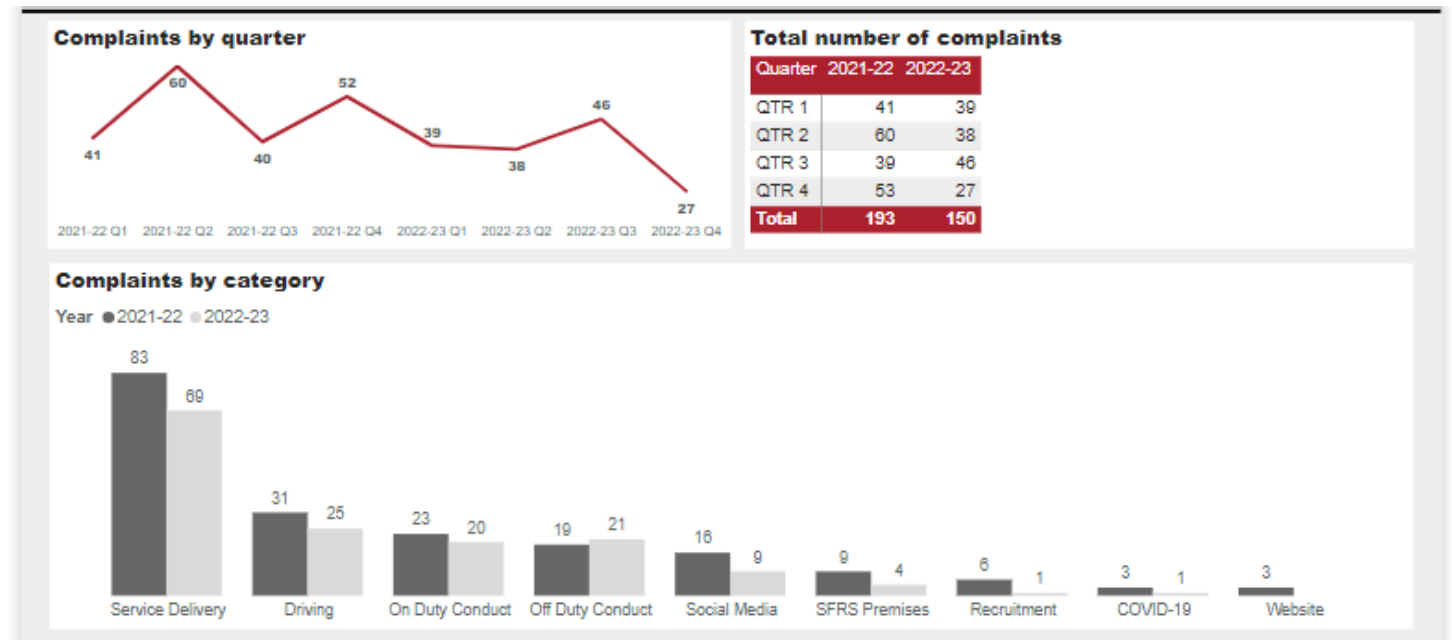
Off Duty Conduct	Numerous Anon letters being received throughout the Service	West	Internal Procedures
On Duty Conduct	Alleged breach of confidentiality after incident	North	Internal Procedures
On Duty Conduct	Claim of bullying from Sodexo staff member	West	Internal Procedures
Social Media	Unhappy with comments on Social Media	East	Internal Procedures
Social Media	Unhappy with twitter comments	East	Internal Procedures
Social Media	Allegations of bullying and Harassment	West	Internal Procedures
COVID-19	Unhappy with Gaelic Language Plan Consultation	SFRS	Not Upheld
Driving	Dangerous driving by SFRS car - Training vehicle with driver under instruction	East	Not Upheld
Driving	Unhappy with driving of Appliance in Kirkcaldy	East	Not Upheld
Driving	Unhappy with driving of SFRS car	East	Not Upheld
Driving	Annoyed that Service vehicle would not pull in to let him pass on a single track road	North	Not Upheld
Driving	Unhappy with driving of appliance in Inverness	North	Not Upheld
Driving	Unhappy with driving of FS Car at Fourdon	North	Not Upheld
Driving	Alleged inappropriate driving	West	Not Upheld
Driving	Alleged use of mobile phone whilst driving	West	Not Upheld
Driving	Car parked in passing place on single track road	West	Not Upheld
Driving	Inappropriate driving	West	Not Upheld
Driving	Inappropriate Driving of SFRS vehicle and private vehicle	West	Not Upheld
Driving	Unhappy with driving of SFRS vehicle	West	Not Upheld
Driving	Unhappy with driving of what she believed to be a SFRS vehicle	West	Not Upheld
Off Duty Conduct	Alleged inappropriate behaviour at night out in a hotel	East	Not Upheld
Off Duty Conduct	Unhappy with conduct of Ex Ff	East	Not Upheld
Off Duty Conduct	Unhappy with Ff who is a neighbour - neighbours dispute	East	Not Upheld
Off Duty Conduct	Alleged criminal charges	North	Not Upheld
Off Duty Conduct	Alleges off duty firefighter was abusive to him in a pub	North	Not Upheld
Off Duty Conduct	Believes someone from SFRS was following him round Tesco then officer he spoke to about it wouldn't take it seriously.	North	Not Upheld

Off Duty Conduct	Too much noise and lighting when fire appliance broke down and had to be recovered	North	Not Upheld
Off Duty Conduct	Alleges inappropriate behaviour re drinking	West	Not Upheld
Off Duty Conduct	Alleges intimidation and harassment from member of staff	West	Not Upheld
Off Duty Conduct	Further complaint relating to previous complaint	West	Not Upheld
Off Duty Conduct	Unhappy that officer at Popinjay incident asked him to move away and was cheeky	West	Not Upheld
On Duty Conduct	Unhappy he was stopped taking photographs at Tollcross FS	East	Not Upheld
On Duty Conduct	Alleged inappropriate whistling and comments by crews at parkrun, Bught park	North	Not Upheld
On Duty Conduct	Thurso Fire Crews	North	Not Upheld
On Duty Conduct	Unhappy with photo in Press showing crew member without full PPE	North	Not Upheld
On Duty Conduct	Unhappy staff member smoking at Cambuslang	SFRS	Not Upheld
On Duty Conduct	Unhappy with crews alleged treatment of daughter	SFRS	Not Upheld
On Duty Conduct	Allegations of inappropriate behaviour on and off duty	West	Not Upheld
On Duty Conduct	Unhappy with comments made at FBU meeting	West	Not Upheld
Service Delivery	Alleged non attendance after repeated calls	East	Not Upheld
Service Delivery	Concerns re crewing levels	East	Not Upheld
Service Delivery	Feels staff shortages led to delay in responding to incident	East	Not Upheld
Service Delivery	Felt bullied and harassed at scheduled visit to care home	East	Not Upheld
Service Delivery	No assistance when requesting hydrant details from Stirling fire station	East	Not Upheld
Service Delivery	No prior notification given that hydrant was being inspected	East	Not Upheld
Service Delivery	Unhappy crew extinguished fire at controlled burn	East	Not Upheld
Service Delivery	Unhappy didnt get response to request for evacuation plans to be looked at for Bar in Edinburgh	East	Not Upheld
Service Delivery	Unhappy system will not accept request for HFSV	East	Not Upheld
Service Delivery	Unhappy with forced entry and trying to submit a complaint. Complainant also phoned Control and became very abusive. This was reported to Police Scotland	East	Not Upheld
Service Delivery	Unhappy with forced entry being left unsecure	East	Not Upheld
Service Delivery	Complaint re response to incident from SFRS, Police Sotland and SAS	North	Not Upheld
Service Delivery	Doesn't think the fire in New County Hotel Perth was "challenging" as described	North	Not Upheld
Service Delivery	Failure to attend call re smoldering tree	North	Not Upheld
Service Delivery	Feels SFRS took to long to respond to 999 call	North	Not Upheld
Service Delivery	Feels that his FS concerns were not taken seriously	North	Not Upheld
Service Delivery	More should have been done to warn residents to keep windows and doors closed during fire at recycling plant	North	Not Upheld
Service Delivery	Person being removed from a bath	North	Not Upheld

Service Delivery	Training on River Tay	North	Not Upheld
Service Delivery	Unhappy no one was at reception at Inverness HQ building	North	Not Upheld
Service Delivery	Unhappy reported concerns of smoke were ignored	North	Not Upheld
Service Delivery	Unhappy their address was used for site of burning	North	Not Upheld
Service Delivery	Unhappy we failed to attend cat being trapped in garage	North	Not Upheld
Service Delivery	Wants implementation of UFAS Policy delayed	North	Not Upheld
Service Delivery	Believed FOI request to be late. FOI team are within timescales	SFRS	Not Upheld
Service Delivery	Lack of Communication re Claim and why the SFRS were called in the first place	SFRS	Not Upheld
Service Delivery	Unhappy not received IRS report within timescales	SFRS	Not Upheld
Service Delivery	Concern with regards to the fire brigade service / infrastructure that's in place for Lochgoilhead & Carrick Castle Communities	West	Not Upheld
Service Delivery	Delay in response to call, Why did Girvan not attend incident	West	Not Upheld
Service Delivery	No response to request for HFSV	West	Not Upheld
Service Delivery	Unhappy crew would not rescue pigeon from chimney	West	Not Upheld
Service Delivery	Unhappy fire in neighbours garden was not extinguished	West	Not Upheld
Service Delivery	Unhappy no one got back to her to fit free smoke alarms	West	Not Upheld
Service Delivery	Unhappy that his neighbour has a Ring Doorbell	West	Not Upheld
Service Delivery	Unhappy with actions of crews at incident	West	Not Upheld
Service Delivery	Unhappy with Advice and comments at Audit of care home	West	Not Upheld
Service Delivery	Unhappy with crews actions	West	Not Upheld
Service Delivery	Unhappy with damage caused at incident with log burner	West	Not Upheld
Service Delivery	Unhappy with forced entry	West	Not Upheld
Service Delivery	Unnecessary forced entry	West	Not Upheld
Service Delivery	Who made call and why so much damage	West	Not Upheld
SFRS Premises	Crews too loud when carrying out 8am checks	West	Not Upheld
SFRS Premises	Problems regarding shared septic tank with fire station	West	Not Upheld
Social Media	Appears to be annoyed that he has been blocked on social media	North	Not Upheld
Social Media	Unhappy LGBTQ acknowledged on twitter but not International Men's day	SFRS	Not Upheld
Social Media	Unhappy with post on Fb	SFRS	Not Upheld
Driving	Alleged inappropriate driving	West	No response from complainant

Driving	Unhappy with driving of appliance	West	No response from complainant
Off Duty Conduct	Conduct of Ff	East	No response from complainant
On Duty Conduct	Believes crew discussed incident outwith work and breached confidentiality	East	No response from complainant
On Duty Conduct	Believes Crew spat at and shouted at his mother and niece from an appliance. No time date location given, SFRS responded stating this is more likely to have been a "Party Appliance" Complainant responded that he was unhappy with response, SFRS asked for further info and no response received.	East	No response from complainant
Service Delivery	Unhappy with forced entry	East	No response from complainant
Service Delivery	Loss of HGV from Inverness station	North	No response from complainant
Service Delivery	Unhappy with crews behaviour at incident	North	No response from complainant

Complaints Comparison 2021/22 and 2022/23



Complaints made by

Complainant	2021-22	2022-23	Total
Member of the Public	191	140	331
Business premise		3	3
MSP	2	1	3
Visit organiser/Community Group		3	3
Local Councillor		1	1
Sub-Contractor		1	1
Support Worker		1	1
Total	193	150	343

Response to complaints

Year	1-5 Days	6-20 Days	20+ Days	Total
2021-22	136	48	9	193
2022-23	86	57	7	150
Total	222	105	16	343

Outcome of complaints

Year	Claim	Upheld	Partially Upheld	Internal Procedures	Not Upheld	Withdrawn	No response from complainant	Total
2021-22	1	69	8	9	102	1	3	193
2022-23	3	29	15	15	80		8	150
Total	4	98	23	24	182	1	11	343

Complaints by SDA

SDA	2021-22	2022-23	Total
West	72	52	124
North	50	45	95
East	47	38	83
SFRS	24	17	41
Total	193	150	343

Complaints by SDA

LSO Area/Dept	2021-22	2022-23	Total
SFRS	28	14	40
Dundee, Angus, Perth and Kinross	18	18	32
Highlands	13	17	30
Aberdeen City, Aberdeenshire and Moray	17	11	28
Glasgow City	17	11	28
City of Edinburgh	18	6	24
Lanarkshire	12	11	23
Midlothian, East Lothian and the Scottish Borders	10	12	22
Stirling, Clackmannanshire and Fife	11	11	22
Argyll and Bute, East Dunbartonshire and West Dunbartonshire	9	10	19
East Ayrshire, North Ayrshire and South Ayrshire	9	8	17
East Renfrewshire, Renfrewshire and Inverclyde	8	6	14
Falkirk and West Lothian	7	7	14
Dumfries and Galloway	8	3	11
P&P	4	1	5
Western Isles, Orkney and Shetland Islands	4	1	5
Control	2	1	3
POD	1	2	3
ICT	1	1	2
Workshops/Fleet		1	1
Total	193	150	343

Complaints by category

Category	2021-22	2022-23	Total
Service Delivery	83	69	152
Driving	31	25	56
On Duty Conduct	23	20	43
Off Duty Conduct	19	21	40
Social Media	18	9	25
SFRS Premises	9	4	13
Recruitment	6	1	7
COVID-19	3	1	4
Website	3		3
Total	193	150	343

Complaints by sub category

Sub Category	2021-22	2022-23	Total
OffD - Behaviour	7	14	21
OnD - Behaviour	10	11	21
OnD - Attitude	12	8	20
SD - Actions of Crew	9	10	19
SM - Facebook	15	4	19
D - Dangerous/Inappropriate Driving - Appliance	7	7	14
D - Dangerous/Inappropriate Driving - SFRS Car	4	10	14
SD - Failure to Attend/Assist	3	9	12
SD - Incident - Fire	5	6	11
SD - Correspondence - no response	1	9	10
SD - Forced Entry - Unnecessary entry	5	4	9
SD - Damage - Property	5	3	8
SD - Failure to follow Procedures	5	3	8
D - Parking - other vehicle	5	2	7
R - On Call	6	1	7
SD - New Alarm Regulations	6	1	7
D - Dangerous/Inappropriate Driving - Responding to Pager	4	2	6
OffD - Alleged Drug/Alcohol Use	4	2	6
SD - Forced Entry - Excessive damage	3	3	6
D - Parking - Appliance	5		5
OffD - Charge Allegations	3	2	5
SD - Call Handling - HFSV	5		5
SD - Correspondence - online forms / HFSV form	3	2	5
SD - Failure to Extinguish	4	1	5
SD - Forced Entry - Left Unsecure	2	3	5
SD - HFSV/Smoke Alarms	4	1	5
SP - Noise	4	1	5
D - Dangerous/Inappropriate Driving - Van	2	2	4
D - Use of Siren/Blue Lights - Appliance	4		4
OffD - Domestic	3	1	4
OnD - Breach of Confidentiality	1	3	4
SD - Call Handling - Unable to contact	4		4
SD - Crew/Staff Shortage	1	3	4
SM - Twitter		4	4
C - COVID-19	3		3
SD - Breach of Confidentiality	3		3
SD - Correspondence - delayed response	2	1	3
SD - Correspondence - Unhappy with response	2	1	3
SD - Hydrants - Dirty Water		3	3
SD - Use of Resources		3	3
SP - Lighting	3		3
D - Dangerous/Inappropriate Driving - use of mobile device		2	2
SD - Call Handling - No return Call		2	2
SD - Call Handling - Staff Rude	1	1	2
SD - Damage - Vehicle	1	1	2
SD - Refusal to extinguish	2		2
SM - Other	1	1	2
SP - Building Perimeters	1	1	2
SP - Damage to adjoining property		2	2
W - Consultations	2		2
OffD - Breach of Confidentiality	1		1
OffD - Use of SFRS Vehicle	1		1
SD - Hydrants - Damaged	1		1
SD - Hydrants - Injury	1		1
SD - Hydrants - Pressure	1		1
SD - Hydrants - Water Supply	1		1
SD - Incident - Other	1		1
SD - Incident - RTC	1		1
SD - Incident - Special Service	1		1
SP - Dangerous/Unsafe structure	1		1
W - Inaccurate information	1		1
Total	193	150	343