

Appendix A

County Durham and Darlington Fire and Rescue Service

Formal Complaints January – June 2020

No.	Date	Complaint	Action Taken	Outcome	Status
1	18/03/2020	Complaint submitted stating that CDDFRS had breached the code of conduct for employees as Fire crew had not reported an alleged toxic bonfire to Environment Agency.	DM Lee Brown carried out investigation and obtained a Witness Statement from WM Karl Blackburn. Assessment was that though dark smoke was seen at the bonfire it was intermittent and short lived, did not constitute a risk to the environment and the burn was under control and being supervised by responsible adult. Matter was dealt with in full at scene. No statutory duty to report this type of incident to EA. Escalated to expression of dissatisfaction, Keith Wanley investigating, offered a telephone call to complainant.	Not upheld. The complainant was responded to but expressed that she did not agree with our finding. Next stage of complaints procedure sent to her. KW carried out further investigation and offered a telephone call and meeting times to discuss, no further response from complainant.	Complete
2	9/4/2020	Complaint re conduct of off duty member of personnel in uniform, identity unknown, and including an allegation of abusive language used re social distancing.	Passed to GM Graeme Metcalfe to investigate. Member of staff identified and account of incident was given. Difficult personal circumstances during the pandemic meant that situation was heightened.	Upheld. Staff member was spoken to about conduct in uniform. Complainant was satisfied with this outcome.	Complete
3	16/04/2020	Complaint submitted after alleged damage caused by fire crew following a fire re-igniting twice at a commercial premises.	Passed to GM Phil Innis to assign for investigation and response. Assigned to DM Dan Wootton to investigate. Response issued.	Not upheld. Response issued, complainant queried this. No further contact from complainant following further offer of visit to discuss.	Complete

4	15/06/2020	Complaint re conduct of firefighter outside work with regard to a neighbour dispute.	Assigned to DM Lee Brown for investigation and response.	Not upheld. Investigated and firefighter spoken to, evidence is inconclusive. Complainant is happy we have taken this action and does not wish to pursue further.	Complete
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