

County Durham and Darlington Fire and Rescue Service Formal Complaints 2021/22

No.	Date	Complaint	Action Taken	Outcome	Status
001	29/04/2021	Complainant raised regarding delays in reference requests, but subsequently had application withdrawn by us.	Response issued by HR to advise the issue was a reference of concern and if he wishes to see it he must put in a freedom of information request.	Not upheld	Closed
002	20/05/2021	Complaint from school following the Service's response to a chemical spill. Allegation that whilst dealing with the incident crews caused damage to a floor which required professional cleaning.	AM Wharton investigated. Complaint was partially upheld and is now closed. Internal learning is taking place following the incident.	Upheld in Part	Closed
003	28/05/2021	Complaint from recipient of SWV visit where an additional battery powered smoke detector was installed without his consent (he was not in property at the time) and damage caused to the ceiling. Crew member put this in while another crew member was talking to complainant's wife.	Passed to GM Turnbull to ensure it is investigated. Service will carry out a repair and pay for damage. Matter to be closed off once repair complete.		Ongoing