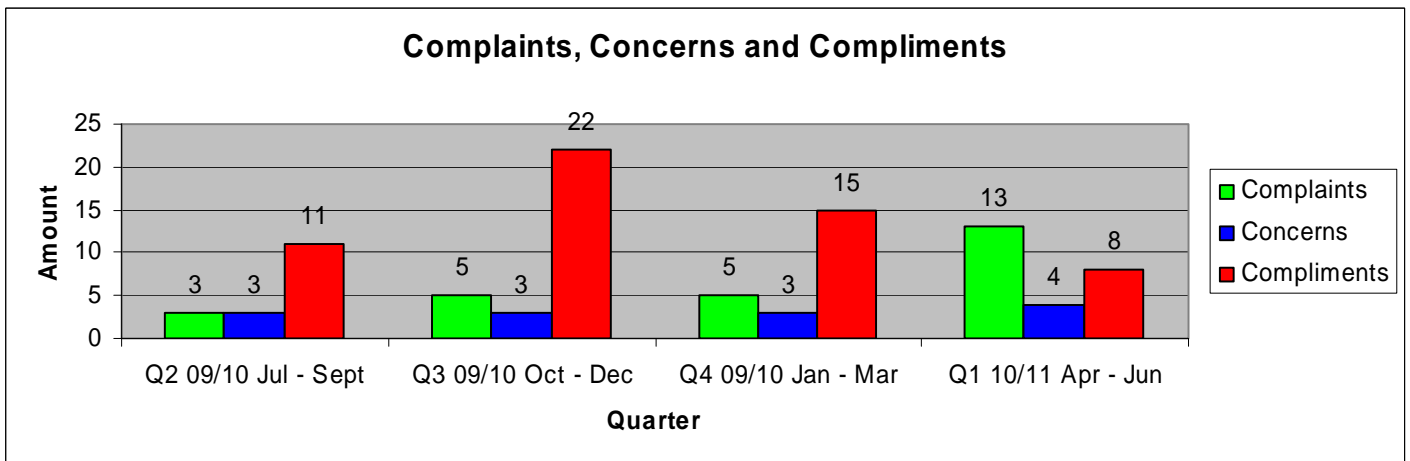


## Complaints, Concerns and Compliments

The following chart summarises the number of Complaints, Concerns and Compliments received by Hereford & Worcester Fire and Rescue Service from the second quarter 2009/2010 (July – Sept 2009) to the first quarter 2010/2011 (Apr – June 2010).

In this twelve month period, there were a total of 26 complaints, 13 concerns and 56 compliments received by the Service.



Of the 39 complaints or concerns received, 87% (34/37) were answered within the 10 day timescale.