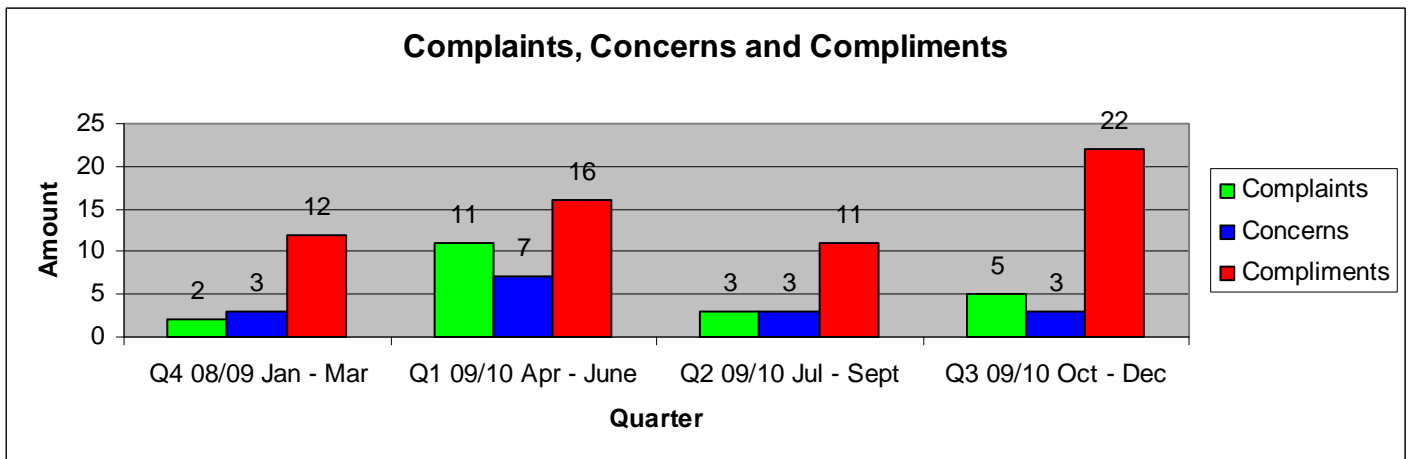


Complaints, Concerns and Compliments

The following chart summarises the number of Complaints, Concerns and Compliments received by Hereford & Worcester Fire and Rescue Service from the fourth quarter 2008/2009 (Jan – Mar 2009) to the third quarter 2009/2010 (Oct – Dec 2009).

In this twelve month period, there were a total of 21 complaints, 16 concerns and 61 compliments received by the Service.



Of the 37 complaints or concerns received, 84% (31/37) were answered within the 10 day timescale.