



Freedom of Information Request FOI 23 96

Complaints Received

Query

I am writing to you under the Freedom of Information Act 2000 to request the following details.

For each of the financial years 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 to date:

- 1. How many complaints have your Fire and Rescue Service received?**
 - a. Please can this be broken down by who has made the complaint, including by members of the public and by members of your staff.**
 - b. Please can this be broken down by who/what the complaint has been made against, including against members of your staff.**
 - c. Please can this be broken down by the type of complaint, including sexual harassment/assault.**
 - d. Please can you outline the outcome of the complaint, including whether there was an investigation, whether misconduct by your staff was found, and whether a member of your staff was dismissed.**

I would like this information in Word or Excel format.

Response

Please find attached information which has been shown in table format. Dorset and Wiltshire Fire Service receive complaints through two different systems. There is a system for complaints received by the public and a system for internal complaints. I have shown the complaints received separately through both systems.

I can confirm that all complaints received are investigated in a vigorous and robust way, ensuring that the DWFS complaints process is followed.

Information/Detail accurate on the date provided: 17, August 2023