



FREEDOM OF INFORMATION

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FOI REFERENCE: FOI 23/24 - 121

DATE RECEIVED: 20/07/2023

TITLE / CATEGORY: HR Personnel – Complaints and Grievance Data

REQUEST

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

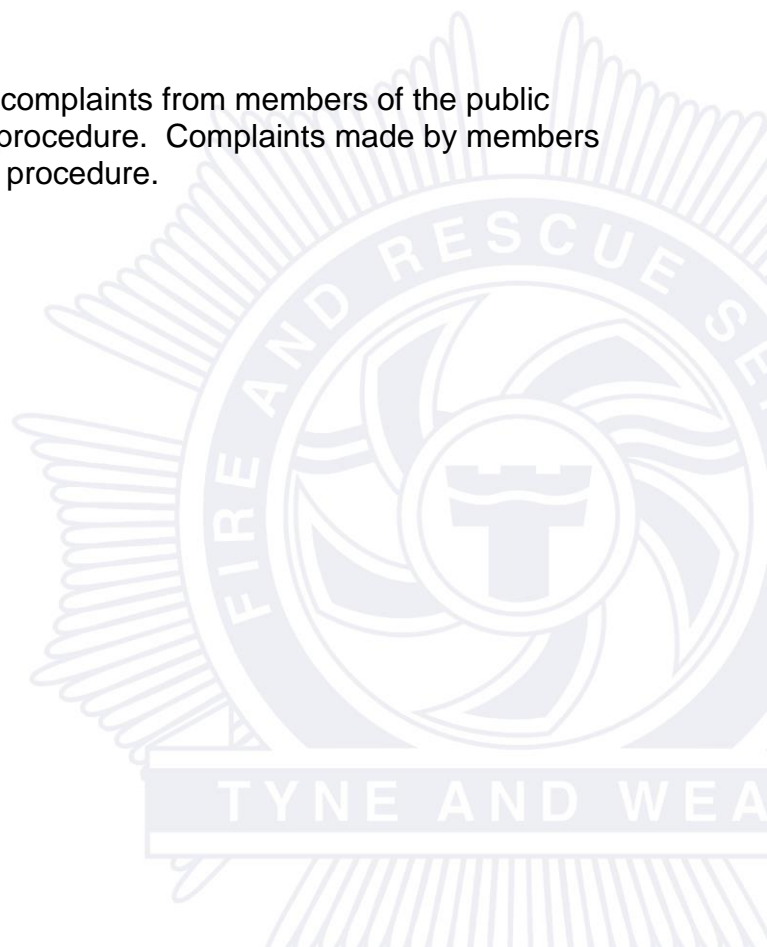
1. How many complaints have your Fire and Rescue Service received?
 - a. Please can this be broken down by who has made the complaint, including by members of the public and by members of your staff.
 - b. Please can this be broken down by who/what the complaint has been made against, including against 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.

RESPONSE

Tyne and Wear Fire and Rescue Service handle complaints from members of the public under the Service Compliments and Complaints procedure. Complaints made by members of staff are handled within the Service Grievance procedure.

Any printed documents are considered uncontrolled.

www.twfire.gov.uk





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RESPONSE CONT.

Number of Complaints				
	Made by member of public	Comments	Made by staff	Comments
2022-23	Compliments and Complaint Annual Report 2022/2023	See exemption section 21 below *	Intended for future publication	See exemption 22 below **
2021-22	Compliments and Complaint Annual Report 2021/2022	See exemption section 21 below *	8 (See details and outcomes attached)	6 x Management 3 x HR
2020-21	Compliments and Complaint Annual Report 2020/2021	See exemption section 21 below *	7 (See details and outcomes attached)	4 x Management 1 x Other Employee 1 x Promotion Process 1 x Potential Data Breach
2019-20	29	We do not hold this information as the data recorded was previously not coded/categorised	15 (See details and outcomes attached)	1 x Organisation 4 x Management 2 x Policies / Procedures 5 x Promotion Process 1 x Executive Leadership Team 2 x Other Employee
2018-19	28	We do not hold this information as the data recorded was previously not coded/categorised	1 (See details and outcomes attached)	1 x Other Employee and Management
2017-18	14	We do not hold this information as the data recorded was previously not coded/categorised	1 (See details and outcomes attached)	1 x Management

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RESPONSE CONT.

* The information you have requested forms part of our annual reporting to Tyne and Wear Fire and Rescue Authority Governance Committee and Human Resources Committee and is available from Sunderland City Council website. Therefore it is exempt under section 21 of the FOI Act because it is reasonably accessible to you and I am pleased to inform you that you can access the annual reports via the links in the above table.

Section 21 of the Freedom of Information Act exempts disclosure of information that is reasonably accessible by other means, and the terms of the exemption mean that we do not have to consider whether or not it would be in the public interest for you to have the information.

** The information for 2022/23 relating to complaints received from members of staff is exempt under section 22 as this information is intended for future publication following approval by Tyne and Wear Fire and Rescue Authority Human Resources Committee.

Section 22 is a qualified exemption and consideration must be given as to whether there is a public interest in proving the information prior to the anticipated publication. Tyne and Wear Fire and Rescue Service is committed to recognise there is strong public interest to demonstrate openness, transparency and accountability with regards to the Freedom of Information legislation.

Tyne and Wear Fire and Rescue Service is committed to publishing information however we do consider that it is in the public interest to adhere to the existing committee approval publication process. This ensures accurate information is available to all members of the public at the same time.

We have therefore reached the view that, on balance, the public interest is better serviced by withholding this information under Section 22 of the FOI Act at this time, however this information will be available publicly by the Tyne and Wear Fire Authority in October 2023.

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