



INFORMATION GOVERNANCE

COMPLIMENTS HANDLING POLICY AND PROCEDURE

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| Quality Control (name) | Carol Wade, Information Governance Manager |
| Authorised (name and date) | Marysia Waters, Head of Communication and Engagement – December 2021 |
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VERSION HISTORY

| Version | Change | Who | When |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|
| 1.0 | First version issued; supersedes previous 'Complaints, Comments and Compliments Policy' and 'Complaints, Comments and Compliments Procedure' | Rhona Johnstone | 17/12/2021 |
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SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

STRATEGIC PLANNING, PERFORMANCE AND COMMUNICATIONS

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POLICY:

1. POLICY STATEMENT

This Policy is designed to allow the capture and use of feedback from any of our customers with a view to improving the service we deliver. At the Scottish Fire and Rescue Service (SFRS), we are committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public.

2. INTRODUCTION

This Policy is intended to ensure that our procedures in relation to compliments are user focussed and easily understood. We will use the feedback we receive to monitor our performance and will incorporate this information into our planning and governance processes in order to continually improve our service.

We are keen to hear examples of good practice; excellent service delivery; individual acts of bravery or heroism; or of the simple attention to detail which exemplifies the caring service we provide to Scotland's communities.

3. SCOPE

Performance indicators will be produced showing the numbers and types of compliments received and within each Local Senior Officer (LSO) Area. These indicators will form part of our suite of internal performance management indicators, which are reported quarterly to the Information Governance Group. The SFRS will publish annual compliments statistics on our website.

4. RESPONSIBILITIES

Any staff member may receive a compliment. Compliments, where possible, should be acknowledged and forwarded to SFRS.CCandE@firescotland.gov.uk where they will be logged and recorded for the appropriate Station and Area / Department. This Policy and Procedure is also available on our website at www.firescotland.gov.uk.

5. DEFINITIONS

This document details how we manage feedback in the form of compliments received by the Service. Definition of this is:

A compliment is praise by a service user for a service provided or to an individual for their actions.

PROCEDURE:

6. INTRODUCTION

This Procedure aims to give clear instruction to staff on how to follow the Compliments Handling Policy.

The process for dealing with compliments is straightforward.

Compliments can come from a variety of sources; this can be in the form of a letter, card, email or by completion of the comments / compliments box on the SFRS website. If, for any reason, a member of the public requires assistance in completing a written comment / compliment, any SFRS employee should assist.

7. RECORDING OF COMPLIMENTS

Clear details or copies of all compliments received should be forwarded to the Compliments email address at SFRS.CCandE@firescotland.gov.uk for recording purposes and to ensure a clear picture of performance can be established and reported upon.

8. ASSOCIATED DOCUMENTS / REFERENCES

[Data Protection Act 2018](#)