

# LEICESTERSHIRE

## FIRE and RESCUE SERVICE

### SERVICE PROCEDURE

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**INFORMATION  
AND  
COMMUNICATION  
SERVICES**

**COMPLIMENTS  
FROM MEMBERS  
OF THE PUBLIC**



## LEICESTERSHIRE FIRE AND RESCUE SERVICE

### COMPLIMENTS PROCEDURE

#### POLICY STATEMENT

1. Leicestershire Fire and Rescue Service welcomes comment from the people of Leicester, Leicestershire and Rutland and often receives compliments from members of the public. When receiving compliments via any means of communication we will:
  - View the compliment as a useful source of information about how others see us, and how we are serving the public.
  - Adopt a positive approach by using the compliment as an opportunity to further improve the service we provide.
  - Where appropriate, use the compliment to inform the Service as a whole of how well the services we provide are appreciated.

#### DEFINITION OF A COMPLIMENT

2. A common sense approach is needed when deciding what constitutes a compliment. There must be a clear message that we have performed well and that our services have been appreciated. Compliments usually comprise of a member of the public saying thank you to an individual employee or group of employees for excellent performance in delivering service to them.
3. Compliments can be received through many mediums - written, verbal or in kind in the form of gifts or hospitality.

#### RECEIPT OF A COMPLIMENT

4. All personnel receiving a compliment must adhere to the following procedure:
  - When receiving a compliment via telephone or in person take notes of the compliment:
    - Who from?
    - Who is the compliment about?
    - What is the compliment about?
    - When and where did it take place?
    - The date and time of receipt of the compliment.

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Refer to Sharepoint for the latest version.**

- When receiving a compliment (by whatever means), you should send the information to Information Management, where possible, within 24 hours of receipt.

#### **ACTION TO BE TAKEN BY INFORMATION MANAGEMENT**

5. The compliment in the form of a letter or card will be returned to the recipient of the compliment.
6. Log all compliments on the Sharepoint compliments log and keep a copy of the compliment on file.
7. If a compliment has been received in kind (gift, lunch etc) then the hospitality register should be completed. Please remember, the hospitality register is a document which should be made available to a member of the public on request.

#### **ACTION TO BE TAKEN BY THE INFORMATION MANAGEMENT COORDINATOR**

8. File the compliment form together with any relevant correspondence for the purposes of audit.
9. Prepare and provide statistical information for strategic planning and performance on a monthly basis.
10. Submit monthly summary of all compliments received to Corporate Communications for inclusion in the Weekly Update.