Additional evidence supplied by the South Wales Fire and Rescue Service

Complaints Update received/ongoing March 2023 - March 2024

Category	6 year total
Behaviour	23
Behaviour - Bullying & Harassment	21
Behaviour - Social Media	16
Behaviour - respect	16
Driving - Dangerous	11
Driving	10
Confidentiality / Information Governance	10
Information Request	8
Service Delivery - Damage	8
Behaviour - Antisocial	7

	% increase yaer on year	
22		Count of
23	5%	Number of Complaints
24	4%	75.50
39	63%	80
66	69%	70
75	14%	60
249		50
		40 30 ■ Total
		20
		10
		0
		2018-2019 2019-2020 2020-2021 2021-2022 2022-2023 2023-2024
		Year ▼
		TCU -
	23 24 39 66 75	23 5% 24 4% 39 63% 66 69% 75 14%