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 |

| Row Labels 💌 Count of Complaint No | | % increase yaer on ye | | |
|-------------------------------------|----------|-----------------------|---|--|
| 2018-2019 | 22 | | Count of | |
| 2019-2020 2020-2021 2021-2022 | 23 24 | 5% | Number of Complaints | |
| | | 4% | | |
| | 39 | 63% | | |
| 2022-2023 | 66 | 69% | 70 | |
| 2023-2024 | 75 | 14% | 60 | |
| Grand Total | 249 | | 50 | |
| | | | 40 30 Total | |
| | | | 20 | |
| | | | 10 | |
| | | | | |
| | | | 2018-2019 2019-2020 2020-2021 2021-2022 2022-2023 2023-2024 | |
| | | | Year 💌 | |
| | | | | |
| | | | | |