

Freedom of Information request reference number: 8362.1

Date of response: 06 March 2024

Request:

1. *Could I please request a full copy of the independent cultural review conducted by Mr Afzal.*
2. *Could I also request data regarding complaints made by MOP and the proportionality of male to female that they were lodged against and in addition an outcome table as to the nature of complaint and the outcome whilst not making any party identifiable.*

Clarified on 07 February 2024:

"It was males and females that the complaint was about, a brief synopsis as to nature of complaint and then outcome to individual dating back to January 2022."

3. *Could I also request date corresponding to the length of investigations.*

Response:

Please see my response to each of your queries in turn below:

1. *Could I please request a full copy of the independent cultural review conducted by Mr Afzal.*

The full [Independent Culture Review Report](https://www.london-fire.gov.uk/about-us/improving-our-workplace-culture/independent-culture-review/) can be downloaded from the LFB website here:

<https://www.london-fire.gov.uk/about-us/improving-our-workplace-culture/independent-culture-review/>

2. *Could I also request data regarding complaints made by MOP and the proportionality of male to female that they were lodged against and in addition an outcome table as to the nature of complaint and the outcome whilst not making any party identifiable.*

Clarified on 07 February 2024:

"It was males and females that the complaint was about, a brief synopsis as to nature of complaint and then outcome to individual dating back to January 2022."

We do not specifically record if a complaint received from a member of the public (MOP) is lodged against a male or female member of staff.

We recently published a FOI response which provides information on complaints received via the complaints procedure available for members of the public to use if they have a concern about the services we provide or the behaviour of an LFB employee. This FOI response includes:

- Year the complaint was received (including 2022 and 2023);
- Category of complaint;
- Complaint summary;
- Outcome of complaint.

This FOI response can be viewed using the following link:

https://www.london-fire.gov.uk/media/8764/81221_response.pdf

3. *Could I also request date corresponding to the length of investigations.*

The LFB complaints team also record the number of days they take to respond to a complaint. The table below shows the average number of response days recorded for each calendar year, dating back to January 2022:

Year	Average number of complaint response days
2022	44
2023	27
Total	38

As above, we do not specifically record if a complaint received from a member of the public (MOP) is lodged against a male or female member of staff so are unable to break this down into these categories.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).