

Freedom of Information request reference number: 8122.1

Date of response: 05/02/2024

Request:

I am writing to you under the Freedom of Information Act 2000 to request the following details. For each of the financial years 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 to date:

1. *How many complaints have your Fire and Rescue Service received?*
 - a. *Please can this be broken down by who **has made the complaint, including by members of the public** and by members of your staff.*
 - a. *Please can this be broken down by who/what the complaint has been made against, including against members of your staff.*
 - a. *Please can this be broken down by the type of complaint, including sexual harassment/assault.*
 - a. *Please can you outline the outcome of the complaint, including whether there was an investigation, whether misconduct by your staff was found, and whether a member of your staff was dismissed.*

Response

I apologise for the delay in responding to your request, the LFB do hold the information you are seeking but, unfortunately, I am not able to provide you with a detailed breakdown of the LFB grievance and disciplinary matters by the calendar years.

It was estimated that the cost of complying with this part of your request for information would exceed the appropriate cost limit under [Section 12 \(1\) of the Freedom of Information Act 2000](#). This information is not easily accessible and, to locate the information you are seeking, our People Services (HR) would first need to access a report to locate the cases then manually open and review the cases to identify who raised the complaint, the nature of the complaint and who the complaint was against and subsequently if there was an investigation and the outcome.

Working through a random selection of cases from the past seven years, it takes more than two minutes to review cases and record the key information – this extends for complaints with a number of documents and attachments where the complainant is not always clear (for example, if the complainant is only referenced in an outcome letter as being from a member of the public). Within grievance, there are no searchable fields to draw this information from and each file must be reviewed to consider the origin of any complaint. Please see the estimated cost table below based on the number of records identified for discipline and grievance from 2017-2018, with each record taking between 2-3 minutes to check:

Number of records / documents to review	Approx number of minutes to review each record	Total minutes to review all records/docs	Total hours (obtained from minutes)	Hourly rate (set by ICO)	Total cost
668	3	2,004	33.4	£25.00	£835.00
668	2	1,336	22.26	£25.00	£556.67

Therefore, the only way to identify the information for each of the financial years 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 to date) would exceed the relevant limit set out under the FOIA. This 'fees limit' is calculated by taking the cost limit appropriate to the Brigade (i.e., £450) divided by the standard rate at which a local authority (including the Brigade) can charge for this work (£25 an hour).

Under Section 12 of the Freedom of Information Act 2000, if any part of the request exceeds the cost threshold then the whole request will exceed costs and there is no obligation to answer any part of the request [Section 12 - fees notice](#). However, the Complaints team were able to provide the data you were seeking regarding complaints made by members of the public and, due to the delays in issuing the fees notice, I have decided to provide you with the data we were able to locate that relates to complaints made by members of the public.

To be clear the London Fire Brigade complaints procedure is available on the London Fire Brigade website here '[compliments and complaints](#)'. This complaints procedure is 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. Please find the attached tables for complaints received from members of the public for each calendar year from 2017 to 2023. The 729 complaints received are broken down by the category recorded on our complaints system in the first table, the outcome recorded in complaints system in table two and the summary of complaint recorded in table three (please note, this table is free text entry so there may be spelling errors or similar fields included).

We also publish high level people and performance information on the [London Data Store](#). The reports partly relate to the LFB internal complaints process including a breakdown of discipline and grievance cases by gender, ethnicity and outcome. The statistical abstract covers yearly workforce composition, including senior management/top earners data, recruitment outcomes, leavers, sickness and absence (including levels of stress, anxiety and depression (SAD), grievance, discipline, and includes breakdowns for gender, disability, ethnicity, sexual identity (orientation) and age (where such data is available). The bi-annual performance reports breaks this down further into quarterly figures and you can access all the reports using the following link:

<https://data.london.gov.uk/dataset/hr-statistical-abstract>

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](#).

Cases by category

Year	Category	Count of Case Number
2017	Abusive behaviour	16
2017	Accessibility issues	9
2017	Criminal allegations/actions	1
2017	Damage caused by the Brigade	5
2017	Failure in, or inadequate service delivery	14
2017	Issues associated with HFSVs (non behavioural)	3
2017	Issues associated with or arising from the use of Brigade vehicles	13
2017	Noise disturbance	8
2017	Policy issues	3
2017	Poor quality in professional services	13
2017	Selection process issues (external candidates only)	1
2017	Unprofessional conduct	25
2017 Total		111
2018	Abusive behaviour	9
2018	Accessibility issues	1
2018	Criminal allegations/actions	4
2018	Damage caused by the Brigade	9
2018	Failure in, or inadequate service delivery	15
2018	Issues associated with HFSVs (non behavioural)	7
2018	Issues associated with or arising from the use of Brigade vehicles	11
2018	Noise disturbance	8
2018	Policy issues	1
2018	Poor quality in professional services	13
2018	Unprofessional conduct	29
2018 Total		107
2019	Abusive behaviour	6
2019	Criminal allegations/actions	4
2019	Damage caused by the Brigade	3
2019	Failure in, or inadequate service delivery	18
2019	Issues associated with HFSVs (non behavioural)	11
2019	Issues associated with or arising from the use of Brigade vehicles	9
2019	Noise disturbance	7
2019	Policy issues	2
2019	Poor quality in professional services	21
2019	Unprofessional conduct	40
2019 Total		121
2020	Abusive behaviour	11
2020	Accessibility issues	1
2020	Criminal allegations/actions	1
2020	Damage caused by the Brigade	6
2020	Failure in, or inadequate service delivery	11
2020	Issues associated with or arising from the use of Brigade vehicles	9
2020	Noise disturbance	21
2020	Policy issues	2
2020	Poor quality in professional services	16
2020	Selection process issues (external candidates only)	1
2020	Unprofessional conduct	23
2020 Total		102
2021	Abusive behaviour	5
2021	Criminal allegations/actions	2
2021	Damage caused by the Brigade	11
2021	Failure in, or inadequate service delivery	17
2021	Issues associated with HFSVs (non behavioural)	2
2021	Issues associated with or arising from the use of Brigade vehicles	10
2021	Noise disturbance	2
2021	Policy issues	1
2021	Poor quality in professional services	12

Cases by category

Year	Category	Count of Case Number
2021	Selection process issues (external candidates only)	1
2021	Unprofessional conduct	34
2021	(blank)	1
2021 Total		98
2022	Abusive behaviour	14
2022	Criminal allegations/actions	4
2022	Damage caused by the Brigade	7
2022	Failure in, or inadequate service delivery	18
2022	Issues associated with HFSVs (non behavioural)	3
2022	Issues associated with or arising from the use of Brigade vehicles	8
2022	Noise disturbance	4
2022	Poor quality in professional services	20
2022	Unprofessional conduct	28
2022	(blank)	1
2022 Total		107
2023	Abusive behaviour	11
2023	Damage caused by the Brigade	2
2023	Failure in, or inadequate service delivery	20
2023	Issues associated with or arising from the use of Brigade vehicles	3
2023	Noise disturbance	5
2023	Policy issues	3
2023	Poor quality in professional services	12
2023	Unprofessional conduct	24
2023	(blank)	3
2023 Total		83
Grand Total		729

Cases by outcome

Year	Outcome	Count of Case Number
2017	Inconclusive	5
2017	Not Upheld	55
2017	Outside Jurisdiction	1
2017	Partly Upheld	24
2017	Transferred to Discipline	2
2017	Transferred to the Police	1
2017	Upheld	17
2017	Withdrawn	6
2017 Total		111
2018	Inconclusive	8
2018	Not Upheld	51
2018	Outside Jurisdiction	2
2018	Partly Upheld	22
2018	Transferred to Discipline	2
2018	Transferred to the Police	1
2018	Upheld	13
2018	Withdrawn	8
2018 Total		107
2019	Inconclusive	11
2019	Not Upheld	61
2019	Ongoing investigation	3
2019	Partly Upheld	26
2019	Transferred to Discipline	2
2019	Upheld	14
2019	Withdrawn	4
2019 Total		121
2020	Inconclusive	5
2020	Not Upheld	39
2020	Outside Jurisdiction	1
2020	Partly Upheld	22
2020	Transferred to Discipline	6
2020	Transferred to Legal	1
2020	Transferred to the Police	1
2020	Upheld	20
2020	Withdrawn	7
2020 Total		102
2021	Inconclusive	10
2021	Not Upheld	41
2021	Ongoing investigation	2
2021	Outside Jurisdiction	2
2021	Partly Upheld	17
2021	Transferred to Discipline	1
2021	Transferred to Legal	2
2021	Transferred to the Police	1
2021	Upheld	16
2021	Withdrawn	5
2021	(blank)	1
2021 Total		98
2022	Inconclusive	2
2022	Not Upheld	50
2022	Ongoing investigation	2
2022	Outside Jurisdiction	3

Cases by outcome

Year	Outcome	Count of Case Number
2022	Partly Upheld	26
2022	Upheld	14
2022	Withdrawn	9
2022	(blank)	1
2022 Total		107
2023	Inconclusive	4
2023	Not Upheld	31
2023	Ongoing investigation	21
2023	Outside Jurisdiction	1
2023	Partly Upheld	14
2023	Upheld	11
2023	Withdrawn	1
2023 Total		83
Grand Total		729

Description of complaint

Complaint Summary	Year							Total
	2017	2018	2019	2020	2021	2022	2023	
999 call re: bonfire	0	0	0	0	0	0	1	1
Abuse from neighbour	0	0	0	1	0	0	0	1
Abusive Behaviour	0	1	0	0	0	0	0	1
Abusive Language by Fire Brigade Personnel	0	0	0	1	0	0	0	1
Abusive language used by a LFB Firefighter	0	0	1	0	0	0	0	1
Abusive member of staff	1	0	0	0	0	0	0	1
Access to information - data tables	0	0	0	1	0	0	0	1
Action on Enforcement Notices issued	0	0	0	1	0	0	0	1
Action taken at a lock out incident	0	0	0	1	0	0	0	1
Actions at gas leak	0	0	0	0	0	0	1	1
Actions at incident	0	1	0	0	0	0	0	1
Actions following Chemical incident	0	0	0	1	0	0	0	1
Actions of crews attending a fire	0	0	0	0	0	1	0	1
Actions of fire crew	0	1	1	0	0	0	0	2
Actions of Inspecting Officer	1	0	0	0	0	0	0	1
Actions of off-duty firefighter	0	0	0	0	0	1	0	1
Advice given at Automatic Fire Alarm incident	0	0	0	1	0	0	0	1
Advice on redirecting enquiry	0	0	0	0	1	0	0	1
AFA Hilton Hotel Paddington	0	0	1	0	0	0	0	1
AFR not actioned and Equalities Act Breached	0	0	1	0	0	0	0	1
Aggression towards LAS	0	0	0	1	0	0	0	1
Aggressive attitude from Inspecting Officer	1	0	0	0	0	0	0	1
Aggressive attitude of Incident Commander	0	0	0	1	0	0	0	1
Aggressive attitude of Inspecting Officer	1	0	0	0	0	0	0	1
Aggressive behaviour	0	0	0	1	0	1	0	2
Aggressiveness of fire crew	1	0	0	0	0	0	0	1
Aggrwessive attitude by Brigade staff	0	1	0	0	0	0	0	1
Agressive/racist behaviour	1	0	0	0	0	0	0	1
Alarm fitted 10 years ago with glue	0	1	0	0	0	0	0	1
Alledged Theft	0	1	0	0	0	0	0	1
Alledged theft of jewellery during a HFSV	0	1	0	0	0	0	0	1
Allegation of Dangerous Driving	1	0	0	0	0	0	0	1
Allegation of travel during Covid-19 restrictions	0	0	0	0	1	0	0	1
Alleged Access Issue for Fire Appliance	0	0	0	0	0	1	0	1
Alleged Aggressive and Abusive Language by Driver	0	0	0	0	0	1	0	1
Alleged Assault	0	0	1	0	0	0	0	1
Alleged Dangerous Driving	0	0	0	0	0	1	0	1
Alleged dangerous driving of a fire appliance	0	1	0	0	0	0	0	1
Alleged Failure to Investigate AFR	0	0	0	1	0	0	0	1
Alleged Fire Risk	0	0	1	0	0	0	0	1
Alleged Fire Risk at Powell Road, Hackney	0	0	0	1	0	0	0	1
Alleged inappropriate use of Social media	0	0	1	0	0	0	0	1
Alleged Theft by LFB	0	0	0	0	1	0	0	1
Anti Semitic comments made at incident	0	0	0	1	0	0	0	1
Appliance Parked in Cycle Lane	0	0	0	0	0	1	0	1
Appliance parked in street	0	1	0	0	0	0	0	1
Argument with fire officer	0	0	1	0	0	0	0	1
Attendance to Spitalfields Market	0	0	0	0	1	0	0	1
Attendance and actions at an incident	0	0	0	0	0	1	0	1
Attendance and actions at incident	0	0	0	0	0	1	0	1
Attendance at incident	0	0	3	1	0	0	0	4
Attendance at Special Service Incident	0	0	0	0	0	0	1	1
Attendance at water leak	0	0	0	0	0	0	1	1
Attendance by Fire Brigade RTM	0	0	1	0	0	0	0	1
Attendance Complaint	1	0	0	0	0	0	0	1
Attendance of LFB	0	0	0	0	0	0	1	1
Attendance time and cause of fire	0	1	0	0	0	0	0	1

Description of complaint

Complaint Summary	Year							Total
	2017	2018	2019	2020	2021	2022	2023	
Attendance to Fire	0	0	0	1	0	0	0	1
Attendance to incident	0	0	0	1	1	0	0	2
Attendance to your property	0	0	0	0	1	0	0	1
Attitude of fire crew	0	0	0	1	0	0	0	1
Attitude and actions of Inspecting Officer	1	0	0	0	0	0	0	1
Attitude of crew attending flooding	0	0	0	1	0	0	0	1
Attitude of crew during HFSV	0	1	1	0	0	0	0	2
Attitude of CRO	0	1	0	0	0	0	0	1
Attitude of fire crew	0	0	1	0	0	0	0	1
Attitude of Inspecting Officer	0	1	1	1	0	0	0	3
Attitude of Inspecting Officers during inspection	0	0	1	0	0	0	0	1
Attitude of officer	1	0	0	0	0	0	0	1
Attitude of senior officer	0	0	0	0	0	0	1	1
Attitude of the fire crew	0	0	1	0	0	0	0	1
attitude of LFB Control officer	0	1	0	0	0	0	0	1
Back wall damaged by Fire Truck	0	0	0	0	0	1	0	1
Behaviour of Fire Crew	0	1	0	0	0	0	0	1
Behaviour of a member of staff	0	1	0	0	0	0	0	1
Behaviour of a senior officer	0	0	0	0	0	0	1	1
Behaviour of Brigade employee	0	0	0	1	0	0	0	1
Behaviour of Crew	0	0	0	1	0	0	0	1
Behaviour of fire crew	0	0	0	0	0	0	1	1
Behaviour of member of staff	0	0	1	0	0	0	0	1
Behaviour of Officer in Charge of incident	0	1	0	0	0	0	0	1
Behaviour of Watch Manager	0	0	1	0	0	0	0	1
Better communication from the crew	0	0	0	0	1	0	0	1
Blocked from social media	0	0	0	0	0	1	0	1
Breach of confidentiality	0	0	0	0	1	0	1	2
Breach of confidentiality by LFB	0	0	0	0	0	1	0	1
Breaking into flat because of lost keys	0	0	0	0	1	0	0	1
Brigade Attendance	0	0	2	0	1	2	0	5
Brigade Attendance at Fitzroy Road	0	0	0	1	0	0	0	1
Brigade Attendance at Pointalls Allotment	0	0	0	1	0	0	0	1
Brigade attendance bonfire	0	0	0	0	0	1	0	1
Brigade Attendance Causing Disturbance	0	0	1	0	0	0	0	1
Brigade attendance missing items	0	0	0	0	1	0	0	1
Brigade called out but left without taking action	0	0	1	0	0	0	0	1
Brigade car parked on charging point	0	0	0	1	0	0	0	1
Brigade carol concert tickets	2	0	0	0	0	0	0	2
Brigade failed to attend two HFSV appointments	0	1	0	0	0	0	0	1
Brigade response to reported fire risk	0	0	0	1	0	0	0	1
Brigade vehicle being driven inconsiderately	0	0	0	0	1	0	0	1
Brigade went to the incorrect Lift	1	0	0	0	0	0	0	1
Broken Front Door during incident	0	0	0	0	0	0	1	1
Broken Lock on Bike	0	0	0	0	1	0	0	1
Bullying and contadictory advice	0	0	0	0	0	0	1	1
Bullying manner by firefighter	0	0	0	0	0	1	0	1
Burst water main following hydrant testing	0	0	0	0	0	0	1	1
Caller believes that GDPR regulations breached	0	0	0	0	0	1	0	1
Car damage due to hitting ifire hydrant	1	0	0	0	0	0	0	1
Car parked inconsiderately	0	1	0	0	0	0	0	1
Cause of fire	0	0	1	0	0	0	0	1
Claims of Harassment	0	0	0	1	0	0	0	1
Clipped side of vehicle - Orpington	0	0	0	0	1	0	0	1
Comment on Facebook post	0	0	0	1	0	0	0	1
Comments made on Facebook	0	0	0	0	0	0	1	1
Comments on Social Media	0	0	1	0	0	0	0	1

Description of complaint

Complaint Summary	Year							Total
	2017	2018	2019	2020	2021	2022	2023	
Complainant alleges answer unacceptable	0	1	0	0	0	0	0	1
Complaint about "Don't Drink and Drown" campaign	0	0	0	0	1	0	0	1
Complaint about 999 call outcome	0	0	0	0	0	0	1	1
complaint about a member of Staff	0	1	0	0	0	0	0	1
Complaint about conduct of crew at incident.	0	0	0	0	1	0	0	1
Complaint about conduct of fire crew.	0	0	0	0	0	1	0	1
Complaint about LFB crews conduct	0	0	0	0	0	1	0	1
Complaint about LFB FSR Officer response	0	0	1	0	0	0	0	1
Complaint about member of FRS	0	0	1	0	0	0	0	1
Complaint about merchandise	0	0	1	0	0	0	0	1
Complaint about State of Fire Doors /Windows	0	0	0	0	0	1	0	1
Complaint against Ff	0	0	1	0	0	0	0	1
Complaint against FF	0	1	0	0	0	0	0	1
Complaint from the LAS	0	0	0	0	0	0	1	1
Complaint of Brigade harassment and rudeness	0	0	1	0	0	0	0	1
Complaint of dangerous driving by BDC driver	1	0	0	0	0	0	0	1
Complaint regarding consultation outcomes	0	0	0	0	1	0	0	1
Complaint regarding content of Fire Report	0	0	1	0	0	0	0	1
Complaint regarding failure to provide feedback	1	0	0	0	0	0	0	1
Complaint regarding issue of an Enforcement Notice	1	0	0	0	0	0	0	1
Complaint regarding lack of action by Brigade	0	0	0	0	0	1	0	1
Complaint regarding quality of LFB smoke alarms	0	0	1	0	0	0	0	1
Complaint regarding quality of service	0	0	0	0	0	1	0	1
Concern over directions given to pedestrians	0	0	1	0	0	0	0	1
Concern over equipment used & advice given	0	0	1	0	0	0	0	1
Concern over Firefighter's behaviour	0	0	1	0	0	0	0	1
Concern raised with social services	0	0	0	0	0	1	0	1
Concerns - firefighting at Dartmouth Park Hill	0	1	0	0	0	0	0	1
Concerns of speed of Fulham's appliance	1	0	0	0	0	0	0	1
concerns regarding 'early reliefs'	0	1	0	0	0	0	0	1
Concerns regarding evacuation/waking watch policy	0	0	0	1	0	0	0	1
Concerns regarding LFB attendance and actions	0	0	0	0	0	1	0	1
Condition of landscaping at Orpington fire station	1	0	0	0	0	0	0	1
Conduct of Firefighter while off duty	0	0	0	0	0	0	1	1
Conduct of Firefighter with Bar Staff	0	0	0	0	0	0	1	1
Conduct of Inspecting Officer	1	0	0	0	0	0	0	1
Conduct of serving Firefighter	0	0	0	0	0	1	0	1
Constant Noise from Siren	1	0	0	0	0	0	0	1
Contents of an email	0	0	0	1	0	0	0	1
Control Room Officer dealing with 999 call	0	0	0	0	0	0	1	1
Crew broke door to gain entry	0	0	0	0	1	0	0	1
Crew broke into property	0	0	0	0	1	0	0	1
Crew failed to check on family during incident	0	0	0	0	1	0	0	1
Crew forced entry into residence	0	0	0	0	1	0	0	1
Crew leering and making comments at young girls	0	0	0	0	1	0	0	1
Crew Member was rude to member of public	0	0	0	0	0	1	0	1
Crew not observing social distancing	0	0	0	1	0	0	0	1
Crew not wearing masks	0	0	0	0	1	0	0	1
Crew switched off lift without explanation.	0	0	0	0	0	1	0	1
Crews blocked road	0	0	0	0	1	0	0	1
Crews caused damage to sink and boiler	0	0	0	1	0	0	0	1
Customer Service Issues	0	0	0	1	0	0	0	1
Damage caused by LFB at a leak incident	0	0	0	1	0	0	0	1
Damage caused by LFB crews	0	0	0	1	0	0	0	1
Damage caused to front door	0	1	0	0	0	0	0	1
Damage caused whilst attending incident	0	0	0	0	0	0	1	1
Damage following water leak & entry forced by LFB	1	0	0	0	0	0	0	1

Description of complaint

Complaint Summary	Year							Total
	2017	2018	2019	2020	2021	2022	2023	
Damage to Automatic gate	0	1	0	0	0	0	0	1
Damage to door	0	0	0	1	0	3	0	4
Damage to Door and Items Missing	0	0	0	0	0	1	0	1
Damage to Door by London Fire Brigade	0	0	0	0	0	1	1	2
Damage to Doors	0	1	0	0	0	0	0	1
Damage to front door	0	0	1	0	1	0	1	3
Damage to Front Door of Residence	0	0	0	0	0	1	0	1
Damage to Lift	1	0	0	0	0	0	0	1
Damage to Property	0	0	1	0	0	1	1	3
Damage to property by LFB	0	0	0	0	0	1	0	1
Damage to property during attendance to incident	0	1	0	0	0	0	0	1
Damage to taxi by Fire Appliance	0	1	0	0	0	0	0	1
Damage to vehicle	0	0	0	0	0	1	0	1
Damage to window following water leak	0	0	0	1	0	0	0	1
Damage to window to gain entry to property	0	0	0	0	1	0	0	1
Dangerous Driving from Brigade Officer.	0	0	0	0	1	0	0	1
Dangerous driving	2	0	1	1	1	0	1	6
Dangerous driving by Crews	0	0	0	0	1	0	0	1
Dangerous driving by driver of brigade vehicle	0	0	1	0	0	0	0	1
Dangerous Driving by Fire Appliance	0	1	0	1	0	0	0	2
Dangerous Driving by London Fire Brigade	0	0	0	1	0	0	0	1
Dangerous Driving of Appliance	0	0	0	0	1	0	0	1
Dangerous driving of fire appliance	1	1	0	0	0	0	0	2
Dangerous manoeuvre while driving appliance	0	0	1	0	0	0	0	1
Delay in Attendance	0	1	0	0	0	0	0	1
Delay in producing Fire Report	0	1	0	0	0	0	0	1
Delay in receiving Building Consultation response	0	0	0	0	0	1	0	1
Delay in responding to fire safety concerns	0	0	0	0	1	0	0	1
Delay in responding to request for information	1	0	0	0	0	0	0	1
Delay in response from Brigade staff	0	1	0	0	0	0	0	1
Delay in response to building consultation	0	0	0	0	0	1	0	1
Delayed Response to Child Locked in car	1	0	0	0	0	0	0	1
Delays in response to consultation	1	0	0	0	0	0	0	1
Depressurise Boiler	0	0	0	0	1	0	0	1
Details not passed to attending crew.	0	0	0	0	0	1	0	1
Did not provide help at flooding	0	0	0	0	0	0	1	1
Disappointment at LFB actions at an incident	0	0	1	0	0	0	0	1
Disatisfaction of service provided	0	0	0	0	0	0	1	1
Disorder left after attendance to assist occupant	0	0	1	0	0	0	0	1
Dispute with the landlord	0	1	0	0	0	0	0	1
Disputed fire investigation outcome	0	0	0	0	0	0	1	1
Disrespected and put at risk by officers	0	0	0	1	0	0	0	1
Disruption caused by speed of fireboat	0	0	0	0	0	0	2	2
Dissatisfaction at behaviour of LFB personnel	0	0	0	0	0	1	0	1
Dissatisfied at the procedures during incident	0	1	0	0	0	0	0	1
Dissatisfied with behaviour of LFB personnel	0	0	0	0	0	1	0	1
Disturbance by firefighter	0	0	0	0	0	1	0	1
Disturbance issues during the night from LFB contr	0	0	0	0	0	0	1	1
Disturbing noise from Acton Fire Station	0	0	0	1	0	0	0	1
Driving & language of Ff	1	0	0	0	0	0	0	1
Driving CU7	0	0	0	0	0	1	0	1
Driving incident	0	0	0	1	0	0	0	1
Driving of Brigade Officer	0	0	0	1	0	0	0	1
Driving of Fire Appliance	0	0	1	0	0	0	0	1
Driving of Fire Engine	0	0	1	0	0	0	0	1
Driving of Fire Engines	0	1	0	0	0	0	0	1
Ealing G/W Attended HFSV - 1055424	1	0	0	0	0	0	0	1

Description of complaint

Complaint Summary	Year							Total
	2017	2018	2019	2020	2021	2022	2023	
Fire Investigation report conclusion	0	0	1	0	0	0	0	1
Fire recorded as being suspicious	0	0	0	1	0	0	0	1
Fire risk assessment update	0	1	0	0	0	0	0	1
Fire Risk Barbeque	0	0	0	0	0	0	1	1
Fire Risk Concern	0	1	0	0	0	0	0	1
Fire safety advice given by Inspecting Officer	0	0	1	0	0	0	0	1
Fire safety concerns at Church Grove, Lewisham	0	0	0	0	1	0	0	1
Fire safety concerns at Cowper Gardens, N14	0	0	0	0	1	0	0	1
Fire safety concerns over alleyway use	0	0	0	0	1	0	0	1
Fire Safety Door Concerns	0	0	0	0	1	0	0	1
Fire Safety issues not addressed	0	0	0	0	0	0	1	1
Fire Safety Visit	0	0	0	0	0	1	0	1
Fire station's inside lights are permanently on	0	0	0	0	1	0	0	1
Firefairy account on Twitter	1	0	0	0	0	0	0	1
Firefairy on Twitter	3	0	0	0	0	0	0	3
Firefighter and Operator	0	0	0	0	1	0	0	1
Firefighter campaign	1	0	0	0	0	0	0	1
FireFighter making a political statement	1	0	0	0	0	0	0	1
Firefighter Sam comments	6	0	0	0	0	0	0	6
Firefighter Social Media content	0	0	0	1	0	0	0	1
Firefighters acting like children	0	0	0	0	0	0	1	1
Firefighters gaining access to property	0	0	0	0	0	0	1	1
FirefightingSexism comments	1	0	0	0	0	0	0	1
Fitting of Smoke Alarm	1	0	0	0	0	0	0	1
Follow-up to Notification of Deficiencies	0	0	0	0	0	1	0	1
Forced Entry	1	0	0	0	0	0	0	1
Forced Entry and Damage to Door	0	0	1	0	0	0	0	1
Forced Entry By LFB	0	0	0	0	1	0	0	1
Forced entry into flat - safety concerns	0	0	0	0	0	0	1	1
Forced entry to flat	0	0	2	0	0	0	0	2
Forcible entry - relating to complaint	0	1	0	0	0	0	0	1
Fuel leak	0	0	1	0	0	0	0	1
Gas cylinder left at premises	0	0	0	0	1	0	0	1
Gas Leak Berkeley House	0	0	1	0	0	0	0	1
Grenfell Tower	1	0	0	0	0	0	0	1
Grenfell Tower Fire Complaint	1	0	0	0	0	0	0	1
Harassment by London Fire Brigade	1	0	0	0	0	0	0	1
HFSV	0	0	0	0	1	1	0	2
HFSV - Vulnerable Adult	0	1	0	0	0	0	0	1
HFSV conducted without adult being present	0	0	1	0	0	0	0	1
HFSV not carried out satisfactorily	0	0	0	0	1	0	0	1
High Speed Vehicle	1	0	0	0	0	0	0	1
HMO Visit	0	0	0	0	1	0	0	1
Home Fire Safety Visit	0	0	6	0	1	0	0	7
Home Fires Safety Visit Detail	0	0	1	0	0	0	0	1
HQ building concerns	0	0	0	0	0	1	0	1
Hydrant sign left on property - no permission	0	0	0	1	0	0	0	1
Ignored Fire Alarm	0	0	0	0	0	0	1	1
Illegally Parker Brigade Appliance -	0	0	1	0	0	0	0	1
Inaccurate advice from Inspecting Officer	0	0	0	1	0	0	0	1
Inadequate Response to Incident	0	0	0	0	0	0	1	1
Inappropriate Behaviour	0	1	0	0	0	0	0	1
Inappropriate behaviour and safeguarding	0	0	0	0	0	1	0	1
Inappropriate behaviour at HML	0	0	1	0	0	0	0	1
Inappropriate behaviour by Brigade Personnel	1	0	0	0	0	0	0	1
Inappropriate behaviour by Firefighter	0	0	0	1	0	0	0	1
Inappropriate Behaviour By LFB Staff	0	0	0	0	0	1	0	1

Description of complaint

Complaint Summary	Year							Total
	2017	2018	2019	2020	2021	2022	2023	
Inappropriate behaviour during HFSVs	1	0	0	0	0	0	0	1
Inappropriate behaviour of Cadet supervisor	0	0	0	0	1	0	0	1
Inappropriate Comment	1	0	0	0	0	0	0	1
Inappropriate comments by Inspecting Officer	0	0	0	1	0	0	0	1
Inappropriate comments made by fire crew	0	0	0	0	0	0	1	1
Inappropriate comments made during SIL release	1	0	0	0	0	0	0	1
Inappropriate comments made on train	0	0	1	0	0	0	0	1
Inappropriate comments made via social media	0	1	0	0	0	0	0	1
Inappropriate comments on Facebook	1	0	0	0	0	0	0	1
Inappropriate comments on ITV documentary	1	0	0	0	0	0	0	1
Inappropriate comments on social media	0	1	0	0	0	0	0	1
Inappropriate conduct by firefighter	1	0	0	0	0	0	0	1
Inappropriate driving of motorcycle	0	0	0	0	0	1	0	1
Inappropriate language used	0	0	0	0	0	1	0	1
Inappropriate loud music playing in Soho's yard	0	1	0	0	0	0	0	1
Inappropriate text message	1	0	0	0	0	0	0	1
Inappropriate use of sirens	0	1	0	0	0	0	0	1
Inappropriate use of tannoy system	0	0	0	0	1	0	0	1
Inappropriate behaviour by station staff	0	0	0	0	0	0	1	1
Inappropriate comments made by LFB employee	0	0	0	0	0	1	0	1
Inappropriate Behaviour by a Fire Officer	0	0	0	1	0	0	0	1
Incident 23.10.21	0	0	0	0	1	0	0	1
Incident at BP Petrol Station - Swanley	0	0	0	1	0	0	0	1
Incident at Heaton Ave	0	0	0	0	0	1	0	1
Incident Incorrect Address	0	0	0	0	1	0	0	1
Incident on River	0	0	0	0	1	0	0	1
Incident report costs	1	0	0	0	0	0	0	1
Inconsiderate driving	1	2	0	0	0	0	0	3
Inconsistency in providing fire safety advice	0	1	0	0	0	0	0	1
Incorrect advice given	0	0	0	0	1	0	0	1
Incorrect fire safety advice provided	0	0	0	1	0	0	0	1
Incorrect recording of a HFSV	0	0	1	0	0	0	0	1
Information relating to fire safety audits	0	1	0	0	0	0	0	1
Innapropriate comments - mental health	0	0	0	0	0	1	0	1
Insensitive comments following fire	1	0	0	0	0	0	0	1
Insensitive comments on social media	0	1	0	0	0	0	0	1
Inspecting Officer conduct	0	0	0	0	0	0	1	1
Interaction with firefighters at an incident	0	0	0	1	0	0	0	1
Interactions with a Ff	0	0	0	1	0	0	0	1
Interview of fire officers	0	0	1	0	0	0	0	1
Intimidating attitude of Inspecting Officer	1	0	0	0	0	0	0	1
Issues at Home Fire Safety Visit	0	0	1	0	0	0	0	1
Lack of action by Inspecting Officer	0	0	0	0	1	0	0	1
Lack of action following inspection	0	0	0	1	0	0	0	1
Lack of action on reported fire safety concerns	0	0	0	0	1	0	0	1
Lack of action to protect property damage	0	0	0	0	0	0	1	1
Lack of aftercare to residents	0	0	1	0	0	0	0	1
Lack of enforcement action by Brigade	0	0	0	0	1	0	0	1
Lack of interest and response by IO	0	0	0	0	1	0	0	1
Lack of respect shown by officer	0	0	0	0	1	0	0	1
Lack of response concerning fire safety issues	0	0	0	0	0	1	0	1
Lack of response from Inspecting Officer	0	0	0	0	1	0	0	1
Lack of response to building control submission	0	0	0	0	0	1	0	1
Lack of response to request for fire safety advice	0	0	0	0	0	1	0	1
Lack of staff follow-up over Fire safety concerns	0	0	1	0	0	0	0	1
Legislation for Bonfire	0	1	0	0	0	0	0	1
LFB action at lock out incident	0	0	1	0	0	0	0	1

Description of complaint

Complaint Summary	Year							Total
	2017	2018	2019	2020	2021	2022	2023	
Non response to written concerns	0	0	0	1	0	0	0	1
not send an appliance to rescue a cat.	1	0	0	0	0	0	0	1
Objection to dry riser installation	0	0	0	0	0	0	1	1
Offensive Social Media Post	0	0	0	0	0	1	0	1
OSG	0	0	0	0	0	0	1	1
Outcome of Fire Investigation of Incident 99612	0	0	1	0	0	0	0	1
Parked appliance refusing to move	0	0	0	0	1	0	0	1
Parking in Loading Bay	1	0	0	0	0	0	0	1
Parking Issue	0	0	1	0	0	0	0	1
Parking Issues	0	0	1	0	0	0	0	1
Parking of Brigade vehicle	0	1	0	0	0	0	0	1
Party being held in appliance bay	0	0	0	1	0	0	0	1
Payment for Incident Report	1	0	0	0	0	0	0	1
Persistent noise from OKR fire station	0	0	0	1	0	0	0	1
Person shut in lift	0	0	0	1	0	0	0	1
Personal complaint regarding Borough Commander	0	0	1	0	0	0	0	1
Phone call to LFB switchboard	1	0	0	0	0	0	0	1
Poor driving and inappropriate language	0	0	0	0	0	0	1	1
Poor driving and unprofessional behaviour of crew	0	0	0	1	0	0	0	1
Poor quality audits not recording deficiencies	0	0	0	1	0	0	0	1
Poor quality in professional services	0	0	0	1	0	0	0	1
Praise for crews but unhappy about cause	0	0	0	1	0	0	0	1
Premises left unsecured	0	1	0	0	0	0	0	1
Privacy/Noise nuisance/Light pollution	0	0	0	1	0	0	0	1
Problem with Flooding from a Burst Pipe	0	0	0	0	0	1	0	1
Prohibition Notice	0	0	0	0	0	0	1	1
Prohibition Notice-124 Prince of Wales Drive, SW8	0	0	0	0	0	1	0	1
Property Damage Process	0	0	0	0	0	1	0	1
Property entered and left in disarray	0	0	0	1	0	0	0	1
Property left unsecure by London Fire Brigade	0	0	1	0	0	0	0	1
Provision of audit report and risk assessment	0	1	0	0	0	0	0	1
Pushed by a firefighter at an incident	0	0	1	0	0	0	0	1
Query as to cause of fire in flat	0	0	0	0	0	1	0	1
Reckless driving and inappropriate behaviour	1	0	0	0	0	0	0	1
Recording of Information	0	0	0	0	0	1	0	1
Referral without permission	0	0	0	0	1	0	0	1
Refurbishment works to Balfour Tower	0	0	1	0	0	0	0	1
Refusal to approve product	1	0	0	0	0	0	0	1
Refusal to Return Bins to original location	0	0	0	0	0	0	1	1
Release of information to neighbour	0	1	0	0	0	0	0	1
Removal of padlock and bollard	0	0	0	0	1	0	0	1
Report of dangerous driving	1	0	0	0	0	0	0	1
Reporting an Issue	1	0	0	0	0	0	0	1
Reports of inadequate fire alarm maintenance	0	1	0	0	0	0	0	1
Request for advice on action against landlord	0	0	1	0	0	0	0	1
Request for FI report not dealt with	0	0	0	0	0	0	1	1
Request for Report of Fire Hazard	1	0	0	0	0	0	0	1
Rescue from 1st Floor Roof	0	0	1	0	0	0	0	1
Resident unhappy with incident write up	0	0	0	0	1	0	0	1
Residents concerns disregarded	0	0	0	0	0	1	0	1
Response in dealing with fire safety concerns	0	0	1	0	0	0	0	1
Response to reported fire safety concerns	0	0	1	0	0	0	0	1
Response to reported fire safety issues	0	0	1	0	0	0	0	1
Response to SiL Incident	0	0	0	0	0	1	0	1
Responses by Inspecting Officers to queries raised	0	0	0	0	1	0	0	1
Restricted cordon at incident	1	0	0	0	0	0	0	1
Return of Personal Items	0	0	1	0	0	0	0	1

Description of complaint

Complaint Summary	Year							Total
	2017	2018	2019	2020	2021	2022	2023	
Road Traffic Collision	0	0	0	0	1	0	0	1
Roof tiles damaged whilst rescuing neighbours cat	0	0	0	0	1	0	0	1
Route taken by fire appliances	0	0	0	1	0	0	0	1
Route taken to/from fire call	0	0	0	0	1	0	0	1
RTA with Fulham Truck	0	0	0	0	1	0	0	1
Rubbish left at incident	1	0	0	0	0	0	0	1
Rude and aggressive behaviour from OiC	0	0	0	0	1	0	0	1
Rude and discriminatory behaviour at incident	0	0	0	0	0	0	1	1
Rude behaviour	0	0	0	0	1	0	0	1
rude manner of Control Officer	0	1	0	0	0	0	0	1
Rude telephone call - HFSV Call Centre	1	0	0	0	0	0	0	1
Rudeness of fire crew	0	2	0	0	0	1	0	3
Rudeness of fire crew - Emirates stadium	1	0	0	0	0	0	0	1
Rudeness of Firefighter	0	0	0	0	0	0	2	2
Rudeness of firefighters	0	0	0	0	0	0	1	1
Rudeness of officer	1	0	0	0	0	0	1	2
Safeguarding referral submitted	0	0	0	0	0	0	1	1
Sale of scooter	0	0	0	1	0	0	0	1
Shut in lift - LFB did not attend	0	0	0	0	0	0	1	1
Signage at Shoreditch fire station	0	0	0	0	0	0	1	1
Siren noise in Bouverie Road	0	1	0	0	0	0	0	1
Sirens sounding in the early hours	0	0	0	1	0	0	0	1
Slow response from crews during incident	0	0	0	0	0	1	0	1
Smell of electrics burning	1	0	0	0	0	0	0	1
Smoking in proximity of neighbours property	0	0	1	0	0	0	0	1
Social Media Abusive Language	0	0	0	0	0	1	0	1
Social Media comments	0	0	2	0	0	0	0	2
Social media usage on Remembrance Sunday	0	0	1	0	0	0	0	1
Soho FS playing inappropriate music in the yard	0	0	1	0	0	0	0	1
Staff alleged to have responded rudely to enquiry	0	0	0	0	0	1	0	1
Staff were rude during HFSV	0	0	0	0	1	0	0	1
Standard of fire safety inspections	0	0	0	1	0	0	0	1
Statement by Fire Investigation Officer	0	0	0	0	1	0	0	1
Station attended wrong block	0	0	0	0	0	1	0	1
Station Commanders assessment process	0	0	1	0	0	0	0	1
Surprise Home Fire Safety Visits	0	1	0	0	0	0	0	1
The appalling driving of the fire engine	0	0	0	0	0	1	0	1
The attitude of the FF who attended	0	0	0	0	0	1	0	1
The fire engine caused accident on the road	0	0	0	0	0	1	0	1
The lack of respect shown from the crew member	0	0	0	0	1	0	0	1
Theft of Ipod Nano	0	0	1	0	0	0	0	1
Theft of items	0	0	0	1	0	0	0	1
Theft of pluggable and extendable mobile light	0	1	0	0	0	0	0	1
Threatening Behaviour	0	0	1	0	0	1	0	2
Time taken for Fire Engineering Group to respond	0	0	0	0	0	0	1	1
Time taken to complete audit of premises	0	0	0	0	1	0	0	1
Time taken to issue Incident Report	0	0	1	0	0	0	0	1
Time taken to obtain a fire report	0	0	0	0	0	0	1	1
Time taken to receive an incident report	0	0	0	0	0	0	2	2
Time taken to resolve building consultations	0	0	0	0	0	0	1	1
treatment since enforcement note issued.	1	0	0	0	0	0	0	1
Trespass into property	0	0	0	0	0	1	0	1
Unable to arrange HFSV	0	1	0	0	0	0	0	1
Unable to contact fire safety	0	0	0	0	0	1	0	1
Unable to send an incident report	1	0	0	0	0	0	0	1
Unacceptable abusive behaviour (Swearing)	0	0	0	0	0	0	1	1
Unacceptable behaviour	0	0	0	0	0	1	0	1

Description of complaint

Complaint Summary	Year							Total
	2017	2018	2019	2020	2021	2022	2023	
Verbal Assault by LFB member of staff	0	0	0	0	0	1	0	1
Victimisation and harrassment by the Brigade	1	0	0	0	0	0	0	1
Vulnerable resident left with broken door	0	0	0	1	0	0	0	1
Waiting for an FIU report	0	0	0	0	0	1	0	1
Walkway in front of Chelsea Fire Station	0	0	0	0	0	0	1	1
Water damage after LFB demo at Street Party	0	1	0	0	0	0	0	1
Water Leak	0	0	0	0	1	0	0	1
Water supply at Grenfell fire; hydrant inspections	1	0	0	0	0	0	0	1
Water supply turned off	1	0	0	0	0	0	0	1
Wennington fire report content	0	0	0	0	0	0	1	1
Why an appliance from Bexley was sent to Romford	0	0	1	0	0	0	0	1
Withdrawal of Enforcement notice	0	0	0	0	1	0	0	1
Withdrawn Group Manager offer	1	0	0	0	0	0	0	1
Withholding fire safety information	0	0	0	0	0	1	0	1
Woken by sirens	0	1	0	0	0	0	0	1
Wrong address recorded	0	0	1	0	0	0	0	1
You Tube video	0	0	0	0	0	1	0	1
YouTube Video	0	0	0	0	0	1	0	1
Total	111	107	121	102	98	107	83	729