COMMENTS, QUERIES AND SUGGESTIONS RECEIVED BY NIFRS DURING 2010/11

Breakdown of Comment, Queries and Suggestions Received

NIFRS receives comments and suggestions throughout the year in reference to the services it delivers to the people of Northern Ireland.

Comments, queries and suggestions are received from customers, organisations and members of the public throughout the year.

During 2010/11 a total of 77 comments, queries and suggestions were received through NIFRS Customer’s Charter Mailbox.

84% (n=65) of the total received were queries, 9% (n=7) were comments and the remaining 6% (n=5) were suggestions.

35% (n=27) of all the queries received were requests for information regarding recruitment.

NIFRS consider all comments, queries and suggestions received and always try to take any appropriate action that may be required. Below are some examples of action taken by NIFRS during 2010/11.
Request for an electronic copy of NIFRS "after the fire" booklet.

**ACTION TAKEN**
Electronic copy issued by NIFRS.

Query in relation to NIFRS shift system.

**ACTION TAKEN**
Relevant information issued by NIFRS.

Request for a copy of a Fire Safe presentation.

**ACTION TAKEN**
Details of where this information could be found on NIFRS website was provided.

Query regarding a photograph in a Fire Station.

**ACTION TAKEN**
Link to a website containing relevant information was forwarded by NIFRS.