



*Gofynner am/
Please ask for:* Information Governance
and Compliance

Tel: 01443232000

E-bost/E-mail: DataProtection@southwales-fire.gov.uk

Our ref: IG000750

Dyddiad/Date: 23.02.21

RE: Request for Information held by SWFRS

Your request ref: IG000750 has been dealt with under the Freedom of Information Act 2000.

You asked us:

Please could you tell me how many racism complaints have been made against your fire and rescue service and its staff since 2015.

Please break this down by each calendar year between 2015 and 2020 in terms of:

1. Complaints from members of the public

2015	-	No complaints
2016	-	No complaints
2017	-	No complaints
2018	-	No complaints
2019	-	No complaints
2020	-	1 Complaint – Not upheld

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180
www.decymru-tan.gov.uk

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn
ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

CODI YMWHYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

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We welcome correspondence in Welsh and English - we will respond
equally to both and will reply in your language of choice without delay.

RAISING AWARENESS - REDUCING RISK



2. Complaints from staff members

1 complaint from a staff member in 2016

3. And whether the complaint was upheld by the organisation.

Not upheld

If you have any queries regarding your Freedom of Information request, please contact us at Dataprotection@southwales-fire.gov.uk quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by emailing Dataprotection@southwales-fire.gov.uk

If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

Information Governance and Compliance

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UPDATE COVID-19: Information Requests

We are kindly asking that any data protection correspondence come to Information Governance & Compliance via email, as due to Government advice many of our support staff are working flexibly and we may not be in receipt of physical post as normal. SWFRS anticipates that it may take us longer than 20 working days to complete Freedom of Information Requests and Subject Access Requests. The Information Commissioner recognises that there might be delays as our services and resources may be being utilised in slightly different ways, under the current unprecedented circumstances. At current, we are no longer accepting physical postal cheques, however we can accept BACs payments for items that carry a fee (such as IRS Reports and Interviews, where appropriate following standard procedure and charges).

We would like to thank you for your patience at this time.

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