

## Complaints from 2015-2020

### Definition:

Racist would be any behaviour (intended or not) which has the effect to undermine, belittle, degrade or threaten an individual, or treats an individual unfairly based upon their race or ethnicity as defined by the Equality Act 2010. The equality act defines this a harassment and discrimination and classifies this as illegal under the provision of the Act.

Date of complaint	Staff or member of public	Nature of complaint	Outcome
April 2016	Member of public	Officer at an incident showed lack of courtesy	Complaint withdrawn by complainant
Aug 2016	Member of public	Complaint re recruitment policy / process	Resolved
Aug 2016	Member of public	Station twitter account	Post removed, investigation completed, and matter resolved
Jan 2019	Member of public	Complaint re recruitment policy / process	Copy of organisations press release shared with complainant
Jan 2019	Member of public	Complaint re recruitment policy / process	Complainant did not wish to be contacted
Jan 2019	Member of public	Complaint re recruitment policy / process	Response sent to the complainant
Jan 2019	Member of public	Complaint re recruitment policy / process	Response sent to the complainant
Jan 2019	Member of public	Complaint re recruitment policy / process	Complainant did not wish to be contacted
Jan 2019	Member of public	Complaint re recruitment policy / process	Response sent to the complainant
Jan 2019	Member of public	Complaint re recruitment policy / process	Response sent to the complainant
Feb 2019	Member of public	Complaint re recruitment policy / process	Complainant did not wish to be contacted

Feb 2019	Member of public	Complaint re recruitment policy / process	Referred for processing under FOI
Feb 2019	Member of public	Complaint re recruitment policy / process	Response sent to the complainant
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May2019	Member of public	Complaint re recruitment policy / process	Resolved.
Oct 2019	Member of public	Complaint re recruitment policy / process	Response given to complainant
Apr 2020	Member of public	3 x Complaints regarding short video made	Email sent with corporate response to Tik Tok challenge
Jun 2020	Member of public	Complaint about social media post	Email sent with formal WMFS response
Jun2020	Member of public	Allegation of racism	No further information received from complainant
Jul 2020	Member of public	17 Complaints in relation to an external matter.	Official statement released
Jul 2020	Former employee	Complaint - stated that had they been treated differently	Resolved
Oct 2020	Member of public	Social media – difficult to assess if referring to a WMFS or personal account	No further information received from complainant