

A guide to Compliments and Complaints



Protecting local
communities

Cleveland Fire Brigade is committed to providing a professional and efficient service that is valued by the community it serves. We aim to ensure all compliments and complaints are dealt with in a timely, consistent and confidential manner. All comments received will be used in a positive way to contribute to the formulation of policy service and improvement.

Contacting us to make a Compliment or Complaint

You can make a Compliment or Complaint in the following ways:

- In person at any Cleveland Fire Brigade establishment
- By telephone (01429 874030 or 01429 872311)
- In writing to the Risk & Performance Department or any Cleveland Fire Brigade establishment
- By email to riskandperformance@clevelandfire.gov.uk
- Completing our online form at www.clevelandfire.gov.uk
- Or using form on the back of this leaflet and returning to:

Cleveland Fire Brigade
Risk & Performance Department
Training & Administration Hub
Endeavour House
Queens Meadow Business Park
Hartlepool
TS25 5TH

What action would you like taken?

How will your Compliment or Complaint be dealt with?

Compliments

All compliments will be recorded and acknowledged within five working days. Details will then be passed to the appropriate Senior Officer and the staff concerned.

Complaints

Step One - If your complaint has not been resolved at the point of contact it will be referred to the Risk & Performance Department who will acknowledge receipt of your complaint within five working days.

Step Two - An investigation into your complaint will be carried out immediately by the appropriate Manager and you will normally receive a full response to your complaint within 10 working days. If this is not possible, as more complex complaints can take longer to investigate, you will be kept informed during each stage of the investigation until a full response can be provided.

Step Three - If you are not happy with the response to your complaint, you can ask for a review of the way your complaint was handled. Your complaint will then be passed to a Senior Officer who will carry out further investigations and provide a full response within 28 days.

Step Four - If after that review, you are still dissatisfied, you can contact the Local Government Ombudsman who will investigate the matter on your behalf.

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Tel: 0300 061 0614

Compliments and Complaints feedback form



Protecting local communities

Name

Address

Postcode Phone Number

Email

Have you contacted us about this compliment or complaint previously?

YES ☐ NO ☐

If yes, who has been dealing with this matter?

Details of your compliment or complaint