



# A guide to Compliments and Complaints

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**What action would you like taken?** .....

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**Cleveland Fire Brigade is committed to providing a professional and efficient service that is valued by the community we serve.**

**We deal with all compliments and complaints in a timely, consistent and confidential manner. All comments received will be used to contribute to the improvement of our services.**

## **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 site
- By telephone: 01429 874030 or 01429 872311
- In writing to any Cleveland Fire Brigade establishment
  
- By email to [riskandperformance@clevelandfire.gov.uk](mailto:riskandperformance@clevelandfire.gov.uk)
- Completing our online form at [www.clevelandfire.gov.uk](http://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**

