

Some important things to note

- All complaints are taken seriously
- We are unable to deal with anonymous complaints formally
- We cannot investigate complaints that happened more than 12 months ago
- All complaints will be dealt with in confidence and all records are kept securely
- We are only able to investigate complaints that involve Staffordshire Fire & Rescue



How to contact us

By phone:
0300 330 1000

By email:
complaints@staffordshirefire.gov.uk

Via Webpage:
www.staffordshirefire.gov.uk

In person:
You can make a complaint, comment or compliment at any of our Fire Stations

You can write to us:
Complaints
Staffordshire Fire & Rescue Service
Pirehill
Stone
Staffordshire
ST15 0BS



Staffordshire
Fire and Rescue Service
preventing • protecting • responding



www.staffordshirefire.gov.uk

Complaints

A guide for members of the public

Information we will need when you want to make a complaint

We want to fully understand what's gone wrong. In order to do this we will need some information from you to make sure that the right person handles your complaint.

When contacting us, please provide the following information:

- Your name and address
- A description of your complaint
- When the issue happened
- We may need further information from you so please make sure you have provided us with a contact number or a preferred method of contact



Staffordshire
Fire and Rescue Service
preventing • protecting • responding

www.staffordshirefire.gov.uk

What Happens Next?

We will do everything we can to resolve your concern quickly and fairly.

If we need extra information to investigate the issues, we will contact you via your preferred contact method.

Timescales

- We will acknowledge your complaint within 2 working days after receipt, if we can resolve your complaint in this time we will write you a letter to confirm what we have done. Where we have not been able to resolve your complaint in this time we will let you know what the next steps are and also provide you with contact details for independent review of your complaint should you need it.
- We will send you a letter within 7 working days to let you know whether we have managed to resolve your complaint or in the case of more complex issues we may need more information or appoint an investigating officer, we will let you know at this point who that will be and what the next steps will be.
- Once we have completed a thorough investigation, we will provide you with a final response which will outline the details of our investigation, how we reached our decision and where we can we will tell you what we will do to put it right.
- We aim to resolve your complaint fully within 28 working days, where we are not able to do this we will let you know and provide you with reason we can not.
- If you are unhappy with our final response at Stage 3 you can escalate your complaint to the Staffordshire Commissioners Office who will conduct an independent review of your complaint.

Contact details for the OPFCC's Office:

Compliance Manager
Staffordshire Commissioners Office
Block 9, Weston Road
Stafford, ST18 0YY

Email:

review@staffordshire-PFCC.gov.uk

Online by visiting:

staffordshire-pfcc.gov.uk

