

Contact:

Corporate Administration
Nottinghamshire Fire & Rescue Service
Bestwood Lodge Drive, Arnold
NOTTINGHAM NG5 8PD

Tel: 0115 967 0880

Fax: 0115 926 1081

Text: 0115 824 0400 (hearing impaired)

Email: enquiries@notts-fire.gov.uk
(use this address for the Chief Fire Officer)

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614
Fax: 024 7682 0001

Nottinghamshire's Local Councillors:

City Councillors
Council House
Old Market Square
NOTTINGHAM NG1 1BR

County Councillors
County Hall, West Bridgford
NOTTINGHAM NG2 7QP



A Quick Guide To Making Comments & Complaints



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Complaints

We want to sort out complaints as quickly and easily as possible. This guide tells you how to make a complaint about our service.

WHAT TO DO if you have a complaint...

Step 1

The quickest way is to speak to the person you have been dealing with. If you don't want to speak to that person directly, ask to speak to their manager.

Step 2

If you feel that the issue cannot be dealt with at a local level you may wish to register a formal complaint.

Four ways to make a formal complaint:

- Write us a letter saying why you are dissatisfied and send it to Fire Service Headquarters at the address given on the back of this leaflet
- Give us a ring on 0115 967 0880
- Visit us at any fire service premises, or we may be able to arrange a home visit.
- Email enquiries@notts-fire.gov.uk

Your complaint will be acknowledged within two working days. A senior manager will investigate and reply to you within 10 working days telling you what they have found and what we intend to do to answer your complaint.

Step 3

If you feel that our response does not fully answer your complaint you should write to the Chief Fire Officer at Fire Service Headquarters. He will consider the matter and then write back to you.

Step 4

You can also write to the Local Government Ombudsman or your local councillor who may decide to undertake an independent investigation on your behalf. These addresses are given on the back of this leaflet.

Compliments, Suggestions & Comments

If you have any ideas that you think can improve our services please tell us.

You can also make a comment, suggestion or pay us a compliment in the same way as you can make a complaint.

