



Buckinghamshire & Milton Keynes Fire Authority  
***MAKING YOU SAFER***  
***PREVENTING PROTECTING RESPONDING***  
***WWW.BUCKSFIRE.GOV.UK***



## **Making a complaint about Buckinghamshire Fire & Rescue Services or Buckinghamshire & Milton Keynes Fire Authority**

### **Learning from our mistakes ...**

Although we make every effort to provide the best possible service, we may sometimes make mistakes. If things do go wrong, we will say sorry, put things right if we can, and make every effort to learn from the experience and improve the way we deliver our services.

### **How to make a complaint**

To make a complaint either

online form from our website	- <a href="http://www.bucksfire.gov.uk">www.bucksfire.gov.uk</a>
telephone	- 01296.424666
e-mail	- <a href="mailto:enquiries@bucksfire.gov.uk">enquiries@bucksfire.gov.uk</a>
fax	- 01296 – 744600
In writing	- Buckinghamshire Fire & Rescue Service HQ Stocklake, Aylesbury Bucks HP20 1BD
face-to-face	At any of our stations or BHQ

**If it is urgent ...**

Please telephone so that we can address this issue as soon as possible. If your call is made outside normal office hours, and it is urgent, for instance, something that is a potential danger to the public, we will notify the duty officer who will take appropriate action.

**During operational incidents ...**

Whilst we welcome face-to-face contact, when an operational incident is in progress it is not possible for an officer to become involved in a discussion which could impact on operational efficiency or compromise the health and safety of the incident ground. The Incident Commander will issue you with a copy of our complaints process, or, if possible, arrange to contact you immediately the incident is at a stage where operational efficiency is no longer threatened.

**Need any help?**

If you require assistance in making a complaint or raising a concern, please let us know when you contact us and we will try and help you – for example if English is not your first language, or you have a disability, or you need help understanding what to do.

**What happens when I make a complaint?**

We try to address all complaints as quickly as possible and will try to give you an answer “on the spot”, or within a few days.

Unless we have been able to address the issue immediately and you have stated that you are satisfied, we will send an e-mail or letter confirming how we have addressed the issue together with the name and contact details of the contact officer who dealt with the issue.

**I'm not satisfied. What should I do now?**

If you are not happy with our reply, you can take things a step further and ask your contact officer to arrange for a review to take place.

A senior officer will send you a reply to this further investigation within 20 days.

**I'm still not satisfied. What should I do now?**

If you are not happy with our reply, you can ask your contact officer to arrange for the complaint to be referred to the Chief Officer, his deputy or a Director, one of whom will send you a report of this further investigation within 20 days.

## I would like to take my complaint further

We hope that we will be able to sort out most complaints at steps 1 or 2. You have now reached the last stage of the internal complaints procedure but if you are still unhappy with our reply, for most complaints, you can contact the Ombudsman His details are:

Tony Redmond  
 Local Government Ombudsman  
 10<sup>th</sup> Floor Millbank Tower  
 Millbank  
 London  
 SW1P 4QP.  
**Phone:** 020 7217 4620  
**Fax:** 020 7217 4621  
**Email:** mail to:enquiries.london@lgo.org.uk

## Complaints made under the [Freedom Of Information Act](#); Data Protection Act or Environmental Information Regulations

Complaints made under these acts will be dealt with as other complaints received by the Fire Authority but, if you are still unhappy with our reply, you can contact the Information Commissioner:

Information Commissioner.  
 Wycliffe House,  
 Water Lane,  
 Wilmslow,  
 Cheshire. SK9 5AF  
**Phone:** 01625 545745  
**Fax:** 01625 545745  
**Email:** data@dataprotection.gov.uk

The Information Commissioner will deal with complaints where you have been refused access to information or are unhappy with the way in which their request was dealt with. Complaints about the Authority's publication scheme will considered at the Commissioner's discretion.



### Data protection

We record and hold details of complaints on computer in order to collate statistical information. We have to tell you this under Data Protection law.