



Complaints Form

Complaint Number:

(allocated by Business Support Team)

Person Recording Compliant

Name:		Date:		Time:	
Role:		Location:			

During office hours (Monday to Friday 09:00-17:00), notify the Business Support Team of this complaint via email (BusinessSupportTeam@rbfrs.co.uk) (attaching a copy of this form).

For out of hours complaints, notify the Duty Officer as soon as possible and forward them a copy of this form. If you have been unable to resolve the complaint satisfactorily, the Duty Officer will be responsible for allocating an officer to investigate the complaint.

Complainant's Details

Complainant's Name:			
Complainant's Address:			
Tel:		Email:	

How was the complaint made:

- In person Telephone Writing Email
 Other *Specify:*

Nature of the complaint and preferred method of contact:

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What does the Complainant want (e.g. an apology, an explanation, reassurance or action)?

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Head of Service or Duty Officer (out of hours)

Name:		Date informed:	
Role:			
Action taken:			

Notify the Business Support Team of this complaint via email (BusinessSupportTeam@rbfrs.co.uk), attaching a copy of this form.

Investigating Officer

Name:		Date informed:	
Role:			
Date of initial contact with Complainant:			
Action taken:			
Outcome:			
Date Complainant responded to/Closed:			

Was Complainant satisfied with the outcome?

Yes No *(detail further action required, if applicable)*

Further action required / any other comments:

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APPEALS**Chief Fire Officer (CFO)**

Date of Appeal to CFO:	
Action taken by CFO:	
Date of response:	

Was the Complainant satisfied with the outcome of the appeal to CFO?

Yes No *(detail further action required, if applicable)*

Further action required:	
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Clerk and Monitoring Officer (CMO)

Date of Appeal to CMO:	
Action taken by CMO:	
Date of response:	

Was the Complainant satisfied with the outcome of the appeal to CMO?

Yes No *(detail further action required, if applicable)*

Further action required:	
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Local Government Ombudsman

Date referred to Ombudsman:	
Name of contact:	
Result of Ombudsman's decision:	