

# Complaints Procedure – Customer Guide



South Yorkshire  
Fire & Rescue  
WORKING FOR A SAFER  
SOUTH YORKSHIRE

## Our commitment to you

We constantly strive to meet high standards and to improve our service where possible.

Each of our customers is important to us and we believe you have the right to be treated with confidentiality, respect and dignity and that your complaint is dealt with impartially, objectively and without adverse treatment.

There are 4 possible stages to the resolution of a complaint but wherever possible we aim to resolve your complaint at the point of service delivery.

### Stage 1 - Complaint resolved at the point of service delivery (informally)

A complaint may be received and is able to be discussed informally and dealt with directly by those concerned at the point of delivery or by their immediate line manager.

Most difficulties can be resolved quickly in this way.

### Stage 2 - Complaint resolved by the Complaints Officer (formally)

If you are unhappy with our initial response or we are unable to give you a complete response under Stage 1, then a formal acknowledgement of your complaint will be sent to you within 3 working days. An independent internal Investigating Officer will be appointed and a full reply will be given to you within 20 working days. An update will be sent to you if we experience a delay in the process and are unable to respond within the timescale.

### Stage 3 - Complaint is resolved by the Chief Fire Officer

If you are not satisfied with the formal response you have received under Stage 2, you may appeal direct to the Chief Fire Officer in writing, within 28 days of receipt of our decision at Stage 2. You will then be informed of the Chief Fire Officer's decision in writing as soon as possible but no later than 20 working days from receipt by the Chief Fire Officer.

### Stage 4 - Complaint is resolved by the Local Government Ombudsman

If you are not satisfied with the final response you have received from the Chief Fire Officer, you may take your complaint to the Local Government Ombudsman. An LGO booklet 'Complained to the council? Still not satisfied?' will automatically be sent to you with our response under Stage 3.

The Customer Care Manager will guide you through the process until a resolution is reached. They can be contacted on 0114 2532209 or via [customer care@syfire.gov.uk](mailto:customer care@syfire.gov.uk)