

A complaint is defined as:

“An expression of dissatisfaction, however made, by a member or members of the public concerning the States of Guernsey’s actions, lack of action or the standard of service received”

The Guernsey Fire and Rescue Service is committed to providing you with an efficient and courteous service at all times. However we recognise that this service can sometimes fall below your expectations and where this occurs you should tell us so we can try to put it right. We will deal with your complaint quickly, effectively and with total confidentiality.

Likewise we would like to hear your compliments when we do something well and have exceeded your expectations, and we would appreciate any suggestions you might have on how we can do things better.

By telling us your views we are able to take action to improve our weaknesses and build on our strengths to help deliver a more efficient and effective service.

How to Make a Complaint

Complaints can be made by letter, in person by calling into the office, by telephone, by fax or by completing the attached complaints form.

All complaints should be addressed to the Head of Operations & Training or, if made in person, to an officer of Senior ranking.

What Happens Next?

Once a complaint has been received it will be processed using the Committee for Home Affairs’s complaints procedure. You will receive an acknowledgement in receipt of your complaint including information on how your complaint will be dealt with, the officers investigating your complaint and their contact details.

Stage 1:

The first step will be to try and resolve the complaint informally to achieve a quick and effective outcome. If you are not happy with that outcome you can request that a review be conducted and your complaint will be formally investigated. Alternatively you can request that your complaint be investigated formally and immediately if you believe the matter is serious enough.

Stage 2:

The formal investigation stage is conducted by a more senior officer who will keep you informed of the progress of your complaint. Once the investigation is completed you will be informed in writing, within 20 working days of your complaint being submitted, of the outcome of your complaint and any actions that are going to be taken to remedy the issues you have raised.

Appeals

If you are still not happy with the outcome or the action taken to remedy your complaint you can ask the Head of Operations & Training to conduct a review of a complaint. This request must be submitted within 20 days from the receipt of the outcome of the formal investigation stage.

Complaints, Compliments and Suggestions Form

Mr/Mrs/Miss/ Ms/other	First Name	<input type="text"/>
Surname	<input type="text"/>	
Address	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
Postcode	<input type="text"/>	
Tel:	<input type="text"/>	
email	<input type="text"/>	
Have you complained about this matter before?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes please state when	<input type="text"/>	
Name of person who dealt with complaint	<input type="text"/>	
Would you like your complaint to be investigated formally immediately?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What does the complaint relate to? (you can choose more than one option)		
Access to service <input type="checkbox"/>	Quality of service <input type="checkbox"/>	Member of staff <input type="checkbox"/>
Injury or damage <input type="checkbox"/>	Other <input type="checkbox"/>	
I would prefer you to contact me by		
Letter <input type="checkbox"/>	Telephone <input type="checkbox"/>	Email <input type="checkbox"/>