

Please be assured that we will investigate all complaints made, whether in writing, by telephone or by e-mail. You do not have to give your name & address if you prefer, and any information we take from you will be dealt with in a confidential manner.

We aim to respond to complaints within 28 days. If it will take any longer we will notify you of the reasons for any delay.

If you are still not satisfied after we have completed our investigations you can contact :

The Clerk to the Authority

who will act as a final and independent arbiter.

Our addresses for complaints...

email

complaints@manchesterfire.gov.uk

postal

Complaints
Corporate Support Group
Fire Service Headquarters
146 Bolton Road
Swinton
Manchester,
M27 8US

telephone

Your complaint can be made by telephone at any of the following locations . . .

Trafford	0161 608 9226 / 9227
Salford	0161 609 0226 / 0227
Bolton	01204 905126 / 905127
Wigan	01942 650126 / 650127
Manchester South	0161 608 5326 / 5327
Manchester North	0161 608 5326 / 5327
Tameside	0161 609 1626 / 1627
Rochdale	01706 900126 / 900127
Oldham	0161 909 8626 / 8627
Bury	0161 909 0326 / 0327
Stockport	0161 608 5426 / 5427

or

Fire Service Headquarters 0161 736 5866
(ask for the Corporate Support Group)

in person

Alternatively, you can make your complaint in person at your local fire station



Complaints Procedure

What happens if I am not satisfied with Greater Manchester Fire and Rescue Service?

What happens when I make a complaint?



GREATER MANCHESTER
FIRE AND RESCUE SERVICE

www.manchesterfire.gov.uk

PREVENTING PROTECTING RESPONDING



Complaints Procedure

Introduction

Greater Manchester Fire and Rescue Service (GMF&RS) are fully committed to providing the highest possible levels of service to the public of Greater Manchester. If you believe you have cause for complaint please follow the procedure detailed in this leaflet.

Assistance

If necessary, an officer will be made available at the earliest opportunity to fully explain the complaints procedure and if required, guide and assist you.

Special Needs

If you or anybody you know would like this information in another language or format including large print, Braille or audiotape, please telephone 0161 608 4387 or 4386.

Should you be dissatisfied with GMF&RS in any way and wish to make a complaint, we have a comprehensive procedure that ensures your complaint is dealt with in the most efficient manner possible.

You can make your complaint verbally, in writing to any Greater Manchester Fire Station or to Fire Service Headquarters or electronically via our website.

The following steps explain what happens when you make a complaint.

step one

You may visit, or telephone any Fire Service premises and ask for the officer in charge. If possible the officer will try to resolve your complaint there and then.

step two

If this cannot be done they will advise you of the procedure.

If you wish to put your complaint in writing, you can send it to the County Fire Officer at the address overleaf or by e mail. It would help us if you could provide as much information as possible about the nature of your complaint, such as: date, time, persons involved and the reason for your dissatisfaction.

We will acknowledge receipt of all written complaints within 4 working days.

Your complaint will be investigated by officers from the Borough or Department that is deemed most appropriate.

We will inform you in writing of the outcome of our investigation within 14 working days or advise you of any delay.

step three

If you are not satisfied with the response to your complaint you should inform us within 28 days.

Your complaint will then be referred to the appropriate Principal Officer who will review the case and may investigate it further.

We will inform you in writing of the outcome of any investigation within 14 working days or advise you of the reasons for any delay.

step four

If you are still not satisfied with the response to your complaint you should inform us within 28 days.

Your complaint will then be referred to the County Fire Officer who may investigate it further.

We will inform you in writing of the outcome of any investigation within 14 working days or advise you of the reason for any delay.

step five

If at this stage you are still not satisfied with the response to your complaint you should inform us within 28 days.

Your complaint will then be referred to the Clerk to the Authority for an independent assessment.

We will inform you in writing of the outcome of this independent assessment within 14 working days.