

# BEDFORDSHIRE AND LUTON FIRE AND RESCUE SERVICE

## SERVICE ORDER

### **1** Policy

The Customer Relations Officer (CRO) for Bedfordshire and Luton Fire and Rescue Service will be the Assistant Chief Fire Officer Corporate Support (ACFO).

All complaints will be acknowledged within seven working days.

There will be three stages for handling complaints.

All complaints / compliments will be forwarded to the Administration Manager to be logged on a central database.

If the customer remains unsatisfied, it becomes **their** responsibility to refer the matter to the Ombudsman.

The Strategic Support Manager (SSM) will be responsible for collating all information relating to Customer Complaints and Compliments.

Bedfordshire and Luton Fire and Rescue Service may modify its approach or behaviour in response to complaints or compliments received, where applicable.

All customer complaints / compliments are open to scrutiny and audit.

The appropriate Area Manager has the day-to-day responsibility for ensuring that Customer Complaints / Compliments procedures are adhered to.

### **2** Public Consultation Comments

On occasion, comments are received as a result of public consultation (e.g. Service Improvement Plan, etc.) which could be deemed as a complaint/compliment. In order to achieve consistency across the Service:

- The Consultation and Partnership Officer will forward all complaints/negative comments received from public consultations to the Administration Manager with details of the type of consultation, comments/complaints made (if negative), date the information was received and a copy of the comment/complaint.
- The Consultation and Partnership Officer will keep a record of public consultation comments.
- The Administration Manager will be responsible for assessing the comments, bearing in mind content and timescales, and will determine whether the comments should be subject to the complaints and compliments procedure.
- The Administration Manager to advise the Consultation and Partnership Officer of the decision reached, so that, as necessary, the matter may be appropriately acknowledged as part of the public consultation.

### 3 Management Procedure - Complaints and Compliments

		<b>Responsible Officer</b>
Step 1	All complaints / compliments will be forwarded immediately to the Administration Manager (AM). (A written summary of verbal notifications should be provided).	<b>Receiver of complaint / compliment</b>
Step 2	The Administration Manager will log, and thereafter update, details of all complaints / compliments on a central database. In the case of a complaint, the Administration Manager will send an acknowledgement, complete with reference number, to the person making the complaint within 7 working days of receipt of details of the complaint.	<b>Administration Manager</b>
Step 3	If the customer contacts Headquarters after receiving their acknowledgement, it will be the responsibility of the Administration Manager to refer the caller to the appropriate person	<b>Administration Manager</b>
Step 4	The Administration Manager will pass the information of a complaint onto the relevant Functional Head or respective Deputy. If the respective Functional Head or Deputy is not available to refer to in the first instance then, dependant on the nature of the complaint and the urgency with which a resolution is required, it will be the responsibility of the Duty Officer to ensure that the Customer Complaints / Compliments procedures are adhered to.	<b>Administration Manager</b>
Step 5	The Functional Head (or Deputy) will take further action as necessary to resolve the issue within 10 working days and will inform the Administration Manager of the outcome <b>(Stage 1)</b> .	<b>Functional Head (Duty Officer)</b>
Step 6	The Administration Manager will monitor process to ensure timescales are adhered to.	<b>Administration Section</b>
Step 7	If further action is required after the initial 10 day period the Functional Head (or Deputy) will transfer the investigation to another Functional Head to consider the appropriate action to resolve the complaint within a further 10 working days (20 working days in total) and advise the Administration Manager that this has been done. <b>(Stage 2)</b>	<b>Functional Head</b>
Step 8	If no satisfactory conclusion is reached, the Functional Head (or Deputy) will advise the Administration Manager who will refer the complaint to the Customer Relations Officer (ACFO) <b>(Stage 3)</b> .	<b>Functional Head Administration Manager</b>
Step10	The Customer Relations Officer will then have a further 10 working days to take whatever action deemed necessary to bring the matter to a satisfactory conclusion. (30 working days in total). The Customer Relations Officer will keep the Administration Manager informed of any actions or recommendations made, which will be entered onto the database.	<b>CRO</b>
Step11	If the customer is still not satisfied at this time, it will then become the responsibility of the customer to take the matter to the Ombudsman.	<b>Customer</b>

Step12	It will be the responsibility of the Customer Relations Officer to update the Administration Manager with any findings or recommendations that eventually come from the Ombudsman.	<b>CRO</b>
Step13	The information recorded on the database will be collected on a monthly basis and collated by the Strategic Support Manager for scrutiny and audit purposes.	<b>SSM</b>

AM: AR/AJ