

Fire Protection Complaints Policy



Cambridgeshire Fire and Rescue Service aim to provide the highest possible level of service to businesses in Cambridgeshire and Peterborough which is both cost effective and efficient.

We view any complaint as an opportunity to discuss what you have been asked to carry out to improve fire safety in your premises. Our complaints procedure allows businesses to have their say on how they are regulated as we constantly strive to improve customer confidence and satisfaction.

The concept of 'Better Business' belongs to the Regulatory Delivery Office (RDO). Better Business strives for a regulatory environment in which businesses have the confidence to invest and grow and where citizens and communities are properly protected. This is done by seeking consistency in regulatory delivery and improving the professionalism of front-line regulators.

We will

- acknowledge all complaints on receipt/as soon as possible, or in any case within 2 working days
- commence an investigation as soon as practicably possible after receipt but in any case within 5 working days following receipt of your complaint
- In normal circumstances the Fire Protection Central Policy Team will inform you in writing of the outcome of the investigation within 28 working days of receipt of your complaint. If the investigation is protracted, you will be regularly advised of progress throughout.

Should you not be satisfied with the outcome of your complaint, you will be offered the opportunity to make further comment to the Group Commander Fire Protection. If you remain unsatisfied you can request that it is referred to the Community Fire Safety Area Commander.

Contact:
01480 444500

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www.cambsfire.gov.uk



**CAMBRIDGESHIRE
FIRE & RESCUE SERVICE**
Working together to improve community safety

