

# We are Listening

Compliments,  
Comments &  
Complaints Handbook  
for members of the  
public



## Alternative Versions

This document is also available in accessible formats. If you would like this information in an alternative language or format such as large print, Braille or audio please contact us on 0370 6060699 or e-mail: [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk).

### Arabic

إذا كنت ترغب في الحصول على هذه المعلومات بلغة أخرى أو في شكل آخر، كان تكون مكتوبة بخط عريض أو بطريقة بريد أو في ملف صوتي، يرجى الاتصال على رقم 03706060699 أو على البريد الإلكتروني: [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk)

### Bengali

আপনি যদি এই তথ্য অন্য কোন বিকল্প ভাষাতে বা আসিকে যেমন বড় হরফে, ব্রেইল বা অডিও তে পেতে চান তাহলে অনুগ্রহ করে 0370 6060699 নম্বরে ফোন করুন বা [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk) ঠিকানায় ই-মেইল করুন।

### Chinese

如果你希望使用另一种语言或另一种格式查看本资料，例如全大写、盲文或者音频格式，请致电03706060699与我们联系，或者发邮件至：[mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk)

### French

Si vous voulez accéder à ces informations dans une autre langue, en gros caractères ou dans un format Braille ou audio, veuillez nous contacter au 0370 6060699 ou par e-mail : [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk).

### Nepali

तपाईं यस जानकारीलाई ठूला अक्षर, ब्रेयल अथवा आडियो (अर्थात् श्रव्य रूप) जस्ता वैकल्पिक भाषा अथवा फारमेट (अर्थात् संरूप)मा चाहनुहुन्छ भने, कृपया हामीसँग टेलिफोनद्वारा 0370 6060699 मा अथवा ईमेलद्वारा [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk) मा सम्पर्क गर्नुहोस् ।

### Polish

Aby otrzymać tę informację w innym języku lub formacie, takim jak druk powiększony, alfabet Braille'a, lub w postaci dźwiękowej, prosimy o kontakt pod numerem 0370 6060699 lub adresem e-mail: [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk)

### Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਬਦਲਵੀਂ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਕਿ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਬ੍ਰੇਲ ਜਾਂ ਆਵਾਜ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 0370 6060699 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk) 'ਤੇ ਈ-ਮੇਲ ਕਰੋ।

### Urdu

اگر آپ یہ معلومات کسی متبادل زبان یا صورت میں حاصل کرنا چاہتے ہیں جیسے کہ جلی طبعات، بربل یا آڈیو میں تو برائے مہربانی ہمیں 0370 6060699 پر کال : [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk) پر ای میل کریں

## Customer Feedback

We have high expectations of all our staff, particularly when dealing with you. We hope you find us friendly, accessible and professional. This booklet outlines our compliments, comments and complaints procedure.

### Compliments

We are always pleased to know that we are providing a good service or that our staff are doing a good job. It helps us to know that we are developing services in the right way and we always pass on your compliments to members of staff.

### Comments

We are constantly looking at new ways to improve our services and we welcome all customer comments.

Comments are important to us because we can learn from what we are doing and build upon it.

### Complaints

Sometimes things go wrong and it will help us to improve our services if you let us know when they could have been better. Quite often complaints can be sorted out on the spot, but if not, we aim to investigate your complaint fairly and fully and deal with it quickly and politely.

We want to hear from you if you are dissatisfied in any way with a service provided by the Authority, or any organisation contracted to work for the Authority.

## Let us know how we are doing

You can make a compliment, comment or a complaint by:


 Writing a letter to the Customer Service Officer

**Customer Service Officer**

Corporate Communications and Member Support Department  
Mid and West Wales Fire and Rescue Service Headquarters  
Lime Grove Avenue  
Carmarthen  
SA31 1SP

 Telephoning 0370 6060699 to speak to our Customer Service Officer

 01267 220562

 E-mail [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk)

**www** Completing our online customer feedback form

## Other ways to complain

You can also make a complaint to the Fire Authority.

The Authority is run, like local councils, by elected members who you can contact at any time. If you would like to write to an elected member you can ring Corporate Communications & Member Support Services on 01267 226 864 who will be glad to provide you with their names. You can also access this information from our website, or you can write to elected members at:

**Fire Authority Monitoring Officer**

Mid & West Wales Fire Authority  
Headquarters  
Lime Grove Avenue  
Carmarthen, SA31 1SP

## What is a complaint?

If you are not satisfied with the service you have received please explain the problem to the member of staff you are dealing with. Give them a chance to put the problem right as most difficulties can be sorted quickly in this way. If you are still not happy you can make a formal complaint.

A complaint will be investigated if it is one of the following:-

- An expression of dissatisfaction about the standard of service.
- Actions or lack of action by the Fire Service affecting an individual or group.
- A complaint that the Fire Service has failed to observe proper procedures.
- A complaint that there has been an unacceptable delay in dealing with a matter.
- A complaint about the way in which an individual has been treated by a member of the Service.

## Anonymous complaints

All complaints received must include your contact details, any anonymous correspondence will not be formally dealt with. If you make a complaint we will only discuss it with the people who need to know, in order to try to put it right, and we will tell you who they are.

## Is there a time limit for making a complaint?

It can be difficult to look into things that happened a long time ago. Unless there are exceptional circumstances, we will not consider a complaint about something that happened more than 12 months ago.

## Formal Complaint

Here is information on our three step complaints process:

**Step 1:** What happens when I make a formal complaint?

**Step 2:** I'm still not satisfied. What should I do now?

**Step 3:** I would like to take my complaint further

## Step 1: What happens when I make a formal complaint?

We will send you a letter telling you that we have received your complaint. We will aim to send you this letter within two working days. When you make your complaint, one of our officers will investigate the problem. You will be given the name and phone number of a contact officer who can explain our complaints procedure and if required, guide and assist you.

We will aim to give you a full reply within 14 working days. If we cannot give a complete answer, or if your complaint is of a complex nature, we will tell you what we are doing to investigate your complaint and how long we expect it to take.

If your complaint falls under a special procedure (for example, a disciplinary or legal procedure) we will tell you.

If we consider that your complaint is justified, we will apologise and let you know what we can do to put things right. If we feel that your complaint is not justified we will tell you why.

## Step 2: I'm still not satisfied. What should I do now?


If you make a complaint to us and you are not happy with our reply, you can take things a step further and appeal the decision. You can appeal to undertake a review of the matter within 28 days of the final letter regarding your complaint. Your letter should be directed to the Chief Fire Officer at Fire Service Headquarters, Lime Grove Avenue, Carmarthen, SA31 1SP. We will acknowledge your request for an appeal within 2 working days of you contacting us and a full response will be provided within 28 working days.

## Step 3: I would like to take my complaint further

We hope that we will be able to resolve most complaints at steps 1 or 2 but if you are still unhappy with our reply, you can refer the matter to the Public Services Ombudsman For Wales to request an independent investigation of your complaint.


Please note, the Ombudsman will usually only consider your complaint once you have been through step 1 of our complaints procedure. The Ombudsman normally expects you to bring your complaint within 12 months of becoming aware of the problem.

For more information about the Ombudsman, you can contact them at:

 Public Services Ombudsman For Wales  
1 Ffordd yr Hen Gae  
Pencoed,  
CF35 5LJ

 01656 641150

 01656 641199

 E-mail [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

**www** [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

Your case will be reviewed by an officer from the Ombudsman's office. If you would like us to contact the Ombudsman on your behalf we will acknowledge that the matter has been sent to the Ombudsman within 2 working days.