

# Feed Back Focus

Tell us what you think!

LISTENING  
RESPONDING  
INFORMING  
PROGRESSING –  
TOGETHER



Awarded for excellence

## Comments and Complaints

At Humberside Fire & Rescue Service we want to provide you with the highest standard of service possible. To do this we need to know what you think.

Should you have cause to complain, we intend to make the process as easy as possible.

There are various ways to do this:

1. Visit your nearest station; staff will be happy to help.
2. Call the CPU or Headquarters where staff will direct the comment to the relevant person.
3. Put your comment in writing to:  
*The Chief Fire Officer and  
Chief Executive  
Humberside Fire & Rescue Service  
Summergroves Way  
Kingston Upon Hull  
HU4 7BB*
4. Or by simply filling in and returning this form to us on the Freepost address.

All complaints will be acknowledged within five days.

A resolution will be achieved within 14 days. If the process requires more than 14 days, you will be kept informed on a regular basis.

The website is another good way of contacting us. There are sections where questions can be asked and comments can be made. Go to the "Contact Us" page for further details.

Hopefully, you might also have something complimentary to say, which we are equally interested in. This can be done in the same ways as making a complaint. We like to publicise both the good and bad comments we receive so that everyone in the organisation can learn from them. This is not only for use by the public, but for employees as well. We value everyone's suggestions and treat them all seriously.

If you have any comments on how this service can be improved, contact Emma Siddy, Performance and Quality Officer, on 01482 567137 or [quality@humbersidefire.gov.uk](mailto:quality@humbersidefire.gov.uk)

