



Appendix B

Complaints

Policy statement

Buckinghamshire and Milton Keynes Fire Authority (the Authority) is committed to working in an open and accountable way that builds the trust and respect of all our stakeholders. – The people who live, work or travel through Buckinghamshire and Milton Keynes and others who may have an interest in how we deliver our services. One of the ways in which we can continue to improve our service is by listening and responding to the views of stakeholders, and in responding positively to complaints.

Statement of principles

The Authority defines a complaint as any expression of dissatisfaction and aims to ensure that:

- making a complaint is as easy as possible;
- all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.
- we deal with complaints promptly, politely and, when appropriate, confidentially;
- we learn from complaints, use them to improve our service.

Many concerns are raised informally, and dealt with quickly. An informal approach is appropriate when it can be achieved but, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure will be followed.