



## Comment, Compliment or Complaint

Royal Berkshire Fire and Rescue Service (RBFRS) aims to provide the highest standards of fire, rescue and community safety services. As a receiver of a public service, there may be times when you wish to comment on the Fire and Rescue Service. We encourage complaints and compliments from all members of the community as we value your opinion and it can help us to continually improve our service.

- If you have a comment, compliment or complaint that you wish to register about Royal Berkshire Fire and Rescue Service, you may do so at your local fire station or RBFRS Headquarters (Newsham Court, Pincents Kiln, Calcot, Reading, RG31 7SD).
- You may register your comment, compliment or complaint in person, by telephone (0118 945 2888), by email ([reception@rbfrs.co.uk](mailto:reception@rbfrs.co.uk)) in writing (Newsham Court, Pincents Kiln, Calcot, Reading, RG31 7SD) or by fax (0118 959 0510). You may also contact an outside organisation (e.g. Citizens Advice Bureau) to assist you with this process.
- Please give your name, address, telephone/fax number or email address where you can be contacted and advise how you wish to be contacted.
- If you have a complaint, the Service will endeavour to respond within 7 days of receipt. However, if this cannot be achieved within the time scale, you will be contacted and advised when a response to the complaint will be given.
- If you are not satisfied with the response you receive, you may refer the matter as an appeal to the Chief Fire Officer using any of the contact methods shown above.
- The Chief Fire Officer will endeavour to respond within fourteen days of receipt. If this is not possible, contact will be made explaining why and a date indicating when the issue will be addressed.
- If you are still not satisfied with the response or action taken, you may appeal to the Royal Berkshire Fire Authority. The appeal must be made in writing to The Clerk and Monitoring Officer, Royal Berkshire Fire Authority, Newsham Court, Pincents Kiln, Calcot, Reading, RG31 7SD. An acknowledgement will be made within seven days indicating what you should expect.
- If you are not satisfied with the response from the Royal Berkshire Fire Authority, you may refer your complaint to the Ombudsman: The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH. Tel: 0300 061 0614 - [www.lgo.org.uk](http://www.lgo.org.uk).