

**FIRE**

**VOLVO**



East Sussex Fire Authority

# How to Complain

How to make a complaint  
about our service

## If English is not your first language

If you wish to complain and English is not your first language, you can phone 0303 999 1000 and ask for an interpreter. When you call, you should say in English, or ask a friend to say, that you want to make a complaint in another language. An interpreter will then call you back to assist with your complaint.

### Albanian

Në qoftë se keni ankesa dhe nuk flisni anglisht, ju lutem telefononi në numrin 0303 999 1000 dhe kërkoni përkthyes. Kur të telefononi, duhet të thoni në anglisht (ose kërkohet një të njohuri të lerë mesazh në anglisht) se dëshironi të ankoheni në gjuhën tuaj. Pas mesazhit do t'ju telefonojë një përkthyes për t'ju ndihmuar me ankesën tuaj.

### Arabic

إذا كنت ترغب أن تشتكي والإنجليزية ليست لغتك الأصلية، فيمكنك أن تتصل بالهاتف المرقم **0303 999 1000** وتطلب مترجماً. عند الإتصال عليك أن تقول بالإنجليزية أو تسأل صديقاً لك أن يقول بأنك تريد أن تشتكي بلغة أخرى [العربية] حيث يتصل بك مترجم كي يساعدك بخصوص شكواك.

### Bengali

আপনি অভিযোগ করতে চাইলে এবং ইংরেজী আপনার মাতৃভাষা না হলে আপনি **0303 999 1000** এ নাগ্নারে ফোন করে একজন দোভাষীর জন্য অনুরোধ করুন। যখন ফোন করবেন তখন ইংরেজীতে কথা বলুন বা একজন বন্ধুকে আপনি যে ভিন্ন ভাষায় অনুরোধ করতে চান তা বলতে অনুরোধ করুন। এর পর আপনার অভিযোগ নিয়ে সাহায্য করার জন্য একজন দোভাষী আপনাকে ফোন করবেন।

### Cantonese

如果你想投訴而英語並不是您的第一語言，您可以致電 **0303 999 1000**，並要求一位翻譯員。當您致電時，你應該用英語說，或請朋友說你要用另一種語言投訴。翻譯員隨後將回覆你的電話，以協助您的投訴。

### Farsi

چنانچه شکایتی دارید و زبان مادری تان انگلیسی نیست، شما می توانید با شماره تلفن: **0303 999 1000** تماس حاصل فرمایید و درخواست مترجم نمایید. بعد از اینکه تماس برقرار شد لطفاً شما و یا یکی از دوستان تان به زبان انگلیسی بگویید که می خواهید به یک زبان دیگری شکایت نمایید. سپس یک مترجم جهت کمک به شما در اسرع وقت با شما تماس خواهد گرفت.

### Gujarati

જો તમે ફરિયાદ કરવા માંગતા હો અને અંગ્રેજી તમારી માતૃભાષા નથી તો તમે **0303 999 1000** નંબર પર ફોન કરો અને દુભાષિયા માટે પૂછો. જ્યારે તમે ફોન કરો ત્યારે અંગ્રેજીમાં કહો અથવા તમારા મિત્રને કહો કે તમે બીજી ભાષામાં ફરિયાદ કરવા યાદો છો. ત્યારબાદ દુભાષિયો (ઇન્ટરપ્રિટર) તમને તમારી ફરિયાદ અંગે મદદ કરવા માટે વળતો ફોન કરશે.

### Kurdish

ئەگەر دەتەوێ سکاڵا بەهێ و ئینگلیزی زمانێ بەکەمت نیه، دەتوانی تەلهفۆن بەکەهت بۆ ئەم ژمارەیه **0303 999 1000** و داواي وه رگێزێک (موتەرجم) بەکەت. کاتیگ تەلهفۆن دەکەهت دەبێت بە ئینگلیزی بلێیت یاخود داوا بەکە له برادهزێک بلێت که توه دهتەوێ سکاڵا بەکەهت به زمانێکی که [کوردی]. ئینجا موتەرجمێگ تەلهفۆنێ بۆ دەکاتەوه بۆ ئەوهی یارمەتیت بدات لهبابەت سکاڵاکەت.

## Polish

Jeśli chciałby Pan/Pani złożyć zażalenie, jednak język angielski nie jest Pana/ Pani językiem ojczystym, proszę zadzwonić pod numer telefonu **0303 999 1000** aby poprosić o tłumacza. Po dodzwonieniu się pod powyższy numer proszę wytłumaczyć w języku angielskim (bądź poprosić o pomoc osobę, która zrobi to w Pana/ Pani imieniu) dlaczego chce Pan/ Pani złożyć zażalenie w innym języku. Po tym tłumacz oddzwoni do Pana/ Pani aby udzielić pomocy w powyższym.

## Portuguese

Se quiser apresentar uma queixa, e a sua língua materna não for o inglês, pode telefonar ao **0303 999 1000** e pedir a assistência de um intérprete. Quando telefonar deve falar em inglês, ou pedir ajuda a alguém que explique que deseja apresentar uma queixa num outro idioma. Um intérprete irá entrar em consigo posteriormente para que possa fazer a sua queixa.

## Russian

Если Вы хотите подать жалобу, но не очень уверенно владеете английским языком: Вы можете обратиться по телефону **0303 999 1000** и попросить о предоставлении переводчика. Когда вы наберете указанный выше номер телефона Вам следует лично или с помощью другого человека на английском языке объяснить, что Вы желаете подать жалобу на отличном от английского языке. После этого Вам перезвонит переводчик и поможет Вам с составлением жалобы.



**0303 999 1000**

The following formats are available on request:

## Large print (reformatted and increased to 18 point sans serif font)

CD ROM in plain text format to enable computer 'reader' systems to access and translate the information. Audio tape, audio CD and braille. Pictorial format suitable for people with learning difficulties ('easy read').

**For translations of this document please contact us:**

**Tel:** 0303 999 1000

**Email:** [enquiries@esfrs.org](mailto:enquiries@esfrs.org)

## Step-by step guide to our complaints procedure



### When things go wrong

East Sussex Fire & Rescue Service is justifiably proud of its reputation for service delivery, quality and value for money.

However, when attending approximately 10,000 calls for assistance a year, and carrying out Fire Safety inspections, Home Safety Visits and other services, things may sometimes go wrong.

We have set up a confidential, fair and prompt complaints procedure, to help when this happens.

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What is a  
complaint  
and how can  
you make  
your views  
heard



A complaint is a representation from a member of the public or from an organisation that the Service has either failed to do something, done something wrong or acted unfairly or discourteously.

If you want to complain please either:

**Write to the Service Complaints Officer at:**

**East Sussex Fire & Rescue Service  
Church Lane  
Lewes  
East Sussex  
BN7 2DZ**

**or phone and ask to speak to the  
Service Complaints Officer on:**

**0303 999 1000**

**or e-mail:**

**[enquiries@esfrs.org](mailto:enquiries@esfrs.org)**

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We use  
independent  
officers

East Sussex Fire & Rescue Service guarantees that all formal complaints investigations will be carried out in a confidential, fair and proper manner, using independent officers whose aim is to solve your problems and not to defend actions taken by members of the Service.



## Dealing with your complaint



### Dealing with your complaint

The Service Complaints Officer will be responsible for dealing with your complaint and for preparing a response to you on the results of the investigation.

As part of that process, an independent Complaint Investigation Officer will be appointed, whose aim will be to establish the facts surrounding your complaint, by interviewing relevant witnesses and parties involved.

Your complaint will be acknowledged within three working days of the Service receiving it. Complaints are usually dealt with, and a reply sent, within one month of receipt.

If this is not possible, we will write to you before the month has passed, giving you a progress report and telling you when to expect a full reply.

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If you're  
not satisfied  
with the  
reply

If you are dissatisfied with the written response to your complaint, you may appeal in writing, within three weeks, to:

**The Chief Fire Officer**  
**East Sussex Fire & Rescue Service**  
**Church Lane**  
**Lewes**  
**East Sussex**  
**BN7 2DZ**

A Senior Officer will be appointed to investigate your appeal.

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Is there  
anyone  
independent  
to whom you  
can appeal?

If you are not satisfied with the reply to your complaint, you can ask the Local Government Ombudsman to investigate. Information on how to take your appeal to the Ombudsman can be obtained by telephoning their Adviceline on **0300 061 0614** or from their website at **[www.lgo.org.uk](http://www.lgo.org.uk)**

The Ombudsman expects that you will first have exhausted our Complaints Procedure, before you contact him.

## Contact Information

## Emergency Calls **999**

**In an emergency call 999(112) and ask for the Fire Service in all other circumstances, dial one of the following numbers**

For all **Community Safety** enquiries, please ring **01323 462435**.

For a free **Home Safety Visit**, please ring **0800 177 7069 (Freephone)** to arrange an appointment.

For **Fire Setters advice**, please ring **0303 999 1009 (Freephone)**.

For details or to book places on **safety at work courses**, please ring the **Training Centre, Maresfield** on **01323 462140**.

For non-emergency matters, general enquiries, the Service Complaints Officer, the Chairman of the Fire Authority or the Chief Fire Officer & Chief Executive, please ring **0303 999 1000** or write to:

### **East Sussex Fire & Rescue Service**

Church Lane  
Lewes BN7 2DZ

Email: [enquiries@esfrs.org](mailto:enquiries@esfrs.org)

Website: [www.esfrs.org](http://www.esfrs.org)



# Your Suggestions

East Sussex Fire & Rescue Service would welcome your views on the way in which we deliver our services.

Please feel free to comment on our current provision of services or how you think our services could be improved for the future.

## **I have the following suggestions:**

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Please tear off this page and return it in an envelope to the address overleaf.

**East Sussex Fire & Rescue Service complies with  
the Data Protection Act and Freedom of Information Act**



**Please detach, place in an envelope  
and send to:**

Chief Fire Officer  
East Sussex Fire & Rescue Service  
Church Lane  
Lewes  
East Sussex  
BN7 2DZ







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