



Highlands & Islands Fire & Rescue Service

COMPLIMENT & COMPLAINT POLICY

Policy Classification: **Unclassified**

Detailed Policy Statement

Highlands & Islands Fire & Rescue Service (HIFRS) aims to be responsive to our users and is committed to providing a high level service. This means setting service standards to ensure a high level service is provided. In the majority of occasions these standards are met and exceeded. However, HIFRS aims to act quickly and efficiently when standards are not met, or when things go wrong.

In view of this HIFRS consider that a robust and accessible compliments and complaints procedure is important and will ensure that a standard method for dealing with compliments and complaints is introduced.

Purpose of the Policy

Compliments and complaints can give valuable feedback and help plan and improve our service. HIFRS aims to enable proper consideration to be given to each complaint received, resolve any issues raised, take action where appropriate, and report back to the complainant the results of the investigation undertaken. Complaints will be investigated by a senior member of HIFRS staff, and HIFRS will ensure that compliments are passed to the appropriate personnel and will be used to benefit the Service.

Applicability

This policy applies to compliments and complaints received from members of the public and other external stakeholders. Complaints from members of staff will be processed via the Service Grievance Policy.

Definitions

Compliment

A compliment is an expression of satisfaction about: the quality of service provided by HIFRS; a policy or procedure implemented by HIFRS; the competence, attitude or performance of a member(s) of HIFRS staff whilst carrying out their duties or representing the Service.

Complaint

A complaint is an expression of dissatisfaction about: the quality of service provided by HIFRS; a policy or procedure implemented by HIFRS; the competence, attitude or performance of a member(s) of HIFRS staff whilst carrying out their duties or representing the Service.

Related Policies & Documents

Guidance Note – How to make a Compliment or Complaint to HIFRS
Compliment & Complaints Procedure

Implementation of Policy

This policy is effective from 19 March 2008 and Staff should refer to the Compliment & Complaints Procedure to ensure that this policy is carried out.

Responsibility & Review Frequency

The Head of Corporate Services, HQ, 16 Harbour Road, Inverness IV3 8NJ is responsible for the implementation and compliance of this policy. This policy will be reviewed on a 3 yearly basis.

Next Review: March 2012

Equality Impact Assessment

The policy was impact assessed on 9/2/09.