

Comments, compliments and complaints statement

Avon Fire & Rescue Service is committed to providing a professional and efficient service that is valued by the community it serves. We welcome comments on how we provide this service whether that involves congratulations, criticism or constructive suggestions. All comments received will be used in a positive way to improve our service wherever necessary.

As a public organisation, we have a statutory obligation to have a policy in place that allows members of the public to tell us when things go wrong, for us to respond to that information and resolve it to a satisfactory conclusion.

In most cases, our approach is to deal with these comments in writing or email but we do recognise that this may not fit everyone's needs. Therefore, please feel free to contact us via telephone or call into our reception so that we can arrange an alternative approach, for example, to arrange a face-to-face meeting or to work with a British Sign Language or foreign language interpreter.

Our Equalities Unit may also be able to help you with any situation where you need additional advice and support.

Please see the 'Contact Us' section of the website to send us your comments.

www.avonfire.gov.uk/avon/contact+us/

Alternatively you can contact us by telephone by dialing: 0117 926 2061 or fax us at: 0117 927 2908

You can also write to us at:
Avon Fire & Rescue Service Headquarters
Temple Back
Bristol BS1 6EU



AVON
FIRE & RESCUE

PREVENTING PROTECTING RESPONDING