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**CAMBRIDGESHIRE  
FIRE & RESCUE SERVICE**

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## **Cambridgeshire and Peterborough Fire Authority**

### **COMPLAINTS POLICY**

*For the information of person(s) making a complaint against  
Cambridgeshire Fire and Rescue Service*

Cambridgeshire Fire and Rescue Service aims to provide the highest possible level of service to the public and views any complaint extremely seriously.

We will therefore:-

- Acknowledge all complaints immediately
- Commence a thorough examination on the next working day following receipt of your complaint
- In normal circumstances, the District Manager/Head of Group will reply to you in writing within 10 days. If the examination is protracted, you will be regularly advised of progress throughout

Should you not be satisfied with the outcome of your complaint, you will be offered the opportunity to make further comment to the Chief Fire Officer, and if necessary an independent arbitrator.

## **Freedom of Information Act 2000**

The Freedom of Information Act 2000 requires that when communicating any decision made in relation to a request for information under the Act's general right of access, Cambridgeshire and Peterborough Fire Authority must notify the applicant of the right to complain.

Complaints may be made by individuals who:

- perceive that Cambridgeshire and Peterborough Fire Authority is not complying with its publication scheme, or
- consider that their request has not been properly handled or who are otherwise dissatisfied with the outcome of the consideration of their request

Complaints should be made in writing or electronically, and addressed to:

**Hayley Douglas  
Cambridgeshire Fire and Rescue Service  
Fire Service Headquarters  
Hinchingsbrooke Cottage  
Brampton Road  
Huntingdon  
Cambridgeshire  
PE29 2NA**

**Tel: 01480 444500  
Fax: 01480 444636  
Email: [foi@cambsfire.gov.uk](mailto:foi@cambsfire.gov.uk)**

The complainant is also entitled to write to the Information Commissioner\* who may, at his discretion, investigate the matter. However, the Commissioner will not make a decision (under S.50 of the Act) until the Cambridgeshire and Peterborough Fire Authority complaints procedures have been exhausted.

Complaints arising in respect of the provisions of the Freedom of Information Act 2000 will be dealt with in accordance with the Lord Chancellor's Code of Practice issued under section 45 of the Act.

On receipt of a complaint, the following procedures will apply:

- The complaint will be recorded in the FOIA complaints log
- An acknowledgement will be issued to the complainant stating the anticipated date of determination

- Where it is apparent that determination of the complaint will take longer than the target time, an explanation will be provided to the complainant
- The complaint will be examined by the FoIA Officer who will prepare a summary of the key issues before passing the complaint to the Senior Management Team for consideration
- Where the complaint concerns a request for information under the general right of access, a person who was not party to the original decision will review the complaint
- Details of the determination will be sent to the complainant
- If the complainant is not satisfied with the outcome of the review, he/she has the right to complain to the Information Commissioner\*
- Where the outcome is that information which was originally withheld should be disclosed, that information will be disclosed as soon as is practicable, and the applicant will be informed of when that will be
- Where the outcome is that an initial decision to withhold information is upheld, or is otherwise in the favour of Cambridgeshire and Peterborough Fire Authority, the applicant has the right to apply to the Information Commissioner\* for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act

**\* Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF**

**Telephone: 01625 545 745  
Fax: 01625 524 510**

**Email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)**