



Improving our services

To help us improve our services we need to know what you think about us. We really value all your comments, whether good or not so good because these provide us with important feedback which will help us to improve our services to you.

If you are happy with any part of our service this tells us what is working well. But if you are not happy with our service, we need to know so we can address it.

All your comments provide us with valuable information. They are taken very seriously and give us useful ideas about the direction we may need to take to improve all parts of our service.

What should I comment about?

You can tell us about anything that is important to you about your fire and rescue service. We want to hear your feedback – so tell us what you think by giving us any comments, suggestions or concerns.

Please use the space on the back page to write your comments and provide us with your details so that we can get back to you if necessary.

Your comments

Please place your completed form in the box provided or send it to the address on the previous page.



Have your say...

Your contact details

Title:

First Name:

Last Name:

Address:

Post Code:

Telephone Number:

Email Address:

Have Your Say



West Yorkshire
Fire & Rescue Service





Or you can 'Have Your Say' by any of the following methods



FREEPOST BD2783
Corporate Services
West Yorkshire Fire and Rescue Service
Oakroyd Hall
Bradford Road
Birkenshaw
West Yorkshire
BD11 2DY



westyorksfire.gov.uk/your-safety/community/have-your-say/



haveyoursay.haveyoursay@westyorksfire.gov.uk



01274 682311



@WYFRS



Concerns

If you want to raise a concern in total confidence and not take the matter through the complaints procedure, you can do this by contacting our Corporate Services department. The matter will be dealt with and you will be advised of the outcome.

Telephone: **01274 682311** and ask for Corporate Services.

If you wish to make a complaint

You can complain in person, in writing, by telephone, by email or via the website. Our contact details are given below.

If you can't complain yourself, please get someone to do it for you, such as a relative, friend or neighbour.

No matter which method you choose to make your complaint, please provide as many details as you can such as dates, times, places, people involved, etc.

Our contact details

Telephone: **01274 682311** and ask for Corporate Services.

Email: **complaints.compliments@westyorksfire.gov.uk**

Web: **westyorksfire.gov.uk/contact/feedback**

What you can expect from us

If you complain in person or over the telephone, we will try to resolve the matter immediately. If we need more time to look into the matter, we will try to respond within the timescales below.

We will contact you within three days of receiving your complaint.

Every effort will be made to make sure the problems are sorted out at the earliest stage of the procedure. However, you have the right to escalate the complaint if you are still not satisfied with the outcome.

If we need more time to investigate, we will write to you at seven day intervals to keep you informed of the progress of your complaint.

Safe and Well visits

West Yorkshire Fire and Rescue Service carry out Safe and Well visits to those most at risk of fire. To see if you are eligible for a Safe and Well visit or to complete your own fire safety check, use our online request form:

westyorksfire.gov.uk/your-safety/home/safe-well-visits

or call us on **0800 5874536**.