

WEST MIDLANDS FIRE SERVICE

Customer care standards

Compliments, comments and complaints

www.wmfs.net



This information can also be made available in other languages and formats including large print, Braille and audiotape. Please phone **0845 8009000**

Information is also available online via our website **www.wmfs.net.**

- Arabic **هذه المعلومات متوفرة بلغات وأشكال أخرى، ارجوك اتصل 08458009000**
- Bengali **এই তথ্যের অন্যান্য ভাষা ও আকারে প্রাপ্য হতে পারে। (০৮৪৫)৮০০৯০০০ নম্বরে ০৮৪৫ ৮০০৯০০০ নাম্বারে যোগাযোগ করুন।**
- Chinese **我們可以用其他語言和形式提供這項資料。 請致電 0845 8009000**
- Czech **Tyto informace mohou být k dispozici v jiných jazycích a formátech. Zatelefonojte prosím na 0845 8009000**
- Farsi **این اطلاعات به صورتها و (زبانها) دیگر موجود است. لطفاً به شماره زیر تماس بگیرید: 0845 8009000**
- French **Ces informations peuvent être mises à votre disposition dans d'autres langues et sous d'autres formats. Veuillez appeler le n° 0845 8009000**
- Gujarati **આ માહિતી અન્ય ભાષાઓમાં અને અન્ય રીતમાં પણ મળી શકે છે. ફોન કરી 0845 8009000 પર ફોન કરો.**
- Kurdish **ئەم ئۇنەمە ئۇسۇلدا ئۆزگەرتىشكە بولىدۇ. ئۇسۇلدا ئۆزگەرتىشكە بولىدۇ. ئۇسۇلدا ئۆزگەرتىشكە بولىدۇ. 08458009000**
- Punjabi **ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਜਾਂ ਢੰਗਾਂ ਵਿੱਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਸ ਦੀ ਪਤਾ ਚਾਰਜ ਕਰੋ 0845 800 9000**
- Polish **Niniejszą ulotkę informacyjną otrzymać można również w innych językach i formatach. Blizsze informacje tel. 0845 8009000**
- Russian **Эта информация также может быть предоставлена на других языках и в других формах. Подробности по телефону: 0845 8009000**
- Somali **Akh baartan waxaa lagu haki karaa iyadoo u qoran siyaalo kale iyo afafka kale. Foonka waa 0845 8009000**
- Urdu **یہ معلومات دیگر زبانوں میں اور دیگر شکلوں میں بھی دستیاب کی جاسکتی ہیں۔ براہ کرم فون 08458009000 پر فون کریں۔**
- Vietnamese **Tin tức này có thể được cung cấp trong ngôn ngữ và hình thức khác. Làm ơn điện thoại số 0845 8009000**



Our service to you

Welcome

West Midlands Fire Service is proud of the services we provide and we are committed to providing you with a caring, efficient and cost effective fire service, which we seek to continually improve.

We are the second largest Metropolitan Fire Service in the country, providing fire safety education and emergency response to people who live and work across the West Midlands area.

Our organisation provides a wide range of services to you, the public. This document provides you with information about the standards you can expect from us when you contact us and also how you may compliment, comment or complain (CCC) about the service you may have received.

Your CCCs are important to this Brigade and are a means for us to improve our service to you.



A handwritten signature in black ink, appearing to read 'Vijith Randeniya'.

Vijith Randeniya, OBE
Chief Fire Officer
West Midlands Fire Service

About West Midlands Fire Service

Our vision is to make the West Midlands safer for the diverse population of the West Midlands county area.

Covering the areas of Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton, we provide services to a population of over 3 million people who live in the West Midlands, and to commerce and industry across the area.

We are accountable to the public, via the West Midlands Fire and Rescue Authority, made up of 27 local councillors from all of the above areas.

We continually remain focused on reducing risk by **preventing** emergencies through education and by providing you with information about safety awareness.

We reinforce this approach through the enforcement of fire safety legislation by **protecting** you both in work and in a social environment.

We answer your calls for help, by **responding** to emergencies when you need us most.

We are proud of the services we provide to the community and you, the customer, are our top priority.

Our commitment to you is to continuously improve and to provide a caring, efficient and cost effective Fire Service.

We have a range of standards that we aim to achieve.

We will consistently check to ensure we meet these high standards of professional service to you. Any areas where we need to improve will be identified and addressed as necessary.

Customer care standards

Customer care standard 1

Phone Enquiries

General (non-emergencies)

We will endeavour to answer calls within seven rings in a courteous and professional manner.

We will answer the call giving our name and location.

If we have to transfer calls we will endeavour to:

- ensure the caller is connected to the person they require
- give the caller the correct phone number
- take a message if the relevant person is not available and ensure it is given to the person concerned as soon as possible

We will not:

- intentionally ignore a ringing phone

In operational emergency conditions

We will obtain a phone number to call you back on at the start of the call and explain that we will ring you back when the emergency has been dealt with.

Customer care standards

Customer care standard 2

Written Communication

When you write to us:

We will, where appropriate to do so, acknowledge receipt of your letter within three working days and send a written reply within ten working days.

If we are unable to reply fully to your letter within ten working days, we will let you know why and when you can expect to receive a full reply.

When we write to you, we will:

- thank you for the correspondence
- state who is dealing with the issue
- state what is being done
- give name and contact number for any queries
- action any stated proposals and give a timescale for these

Customer care standards

Customer care standard 3

Face to Face Communications

All visitors will:

- be greeted in a courteous and friendly manner
 - be given the name of the person greeting them
 - be given any information where appropriate requested during the visit
 - be given an explanation of why information is not available at the time of the visit and when it will be available or why it will not be possible for the information to be provided by the Brigade
-

Customer care standard 4

Response Standards for E-mail

We will:

- acknowledge e-mail enquiries within three working days, and reply within ten working days
- let you know why and when you can expect a full reply if we are unable to satisfy your request within the initial ten working day period

Customer care standards

Customer care standard 5

Compliments, Comments and Complaints (CCC) procedure

We value your views. Your comments will help us to improve services.

When things go well:

- Please let us know. You can contact any local fire station*, in person, by phone or by letter and your points of view will be noted and acted upon.

When things go wrong:

- We will receive your complaint at any fire station* or fire service premises in the West Midlands by phone, letter, e-mail or in person.
- Acknowledge your complaint within three working days, this may be by phone, personal visit, email or a letter.
- Contact you within ten working days and inform you of the outcome or progress of the investigation about your complaint.
- Give an explanation for any delay in the investigation and a new deadline for the outcome of the complaint.

If you feel your complaint has not been resolved satisfactorily you may also contact your local councillor, the local Government Ombudsman or seek independent advice from the Citizen's Advice Bureau or a solicitor.

* You can find details of your local Fire Station by logging on to **www.wmfs.net** or by looking in your local telephone directory.

Contact us

If you would like to make contact with the Brigade on any issue you may contact the Public Relations Team by using one of the following methods;

By phone: **0121 380 6102/6103/6104**
(during office hours)

Customer Care Hotline: **0121 380 7404** (24 hour answerphone)

Via our website: **www.wmfs.net**

By e-mail: **contact@wmfs.net**

By letter: **Public Relations**
West Midlands Fire Service Headquarters
99 Vauxhall Road
Birmingham B7 4HW

Our website also provides a wide range of information about the West Midlands Fire Service including details of the sections and fire stations across the West Midlands.

To find out more about your local Fire Station and how they can work with you and the local community log onto **www.wmfs.net**.

This information is available in alternate formats and translations upon request.

Please call **0845 8009000**

Always remember in an emergency dial 999



To find out more about new career opportunities with West Midlands Fire Service look on our website:
www.wmfs.net/jobs_online



Accepting, respecting and valuing people as individuals.



**CALL NOW BEFORE IT'S
TOO LATE**

**West Midlands Fire Service offers you a
FREE HOME FIRE SAFETY CHECK
THIS COULD SAVE YOUR LIFE**

Please call the freephone helpline number below to
arrange your FREE appointment

**FREEPHONE HELPLINE
0800 389 5525**

REF: CCC

WEST MIDLANDS FIRE SERVICE

Compliment, comment, complaint (CCC) form

If you have any questions or difficulties in completing this form please contact the Public Relations Team on
0121 380 6102/6103/6104

About You

Title: Mr Mrs Miss

Other (please specify) _____

First name _____

Family name _____

Address _____

Postcode _____

Daytime phone number _____

Evening phone number _____

Mobile phone number _____

E-mail _____

Preferred means of contact:

Letter Phone Personal visit


I would like to raise a:

Compliment Comment Complaint

TEAR OFF HERE

**AFFIX
STAMP
HERE**

**West Midlands Fire Service
99 Vauxhall Road
Birmingham
B7 4HW**



CALL NOW BEFORE IT'S

TOO LATE

West Midlands Fire Service offers you a

**FREE HOME FIRE
SAFETY CHECK**

THIS COULD SAVE YOUR LIFE

Please call the freephone helpline number below
to arrange your FREE appointment

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REF: CCC

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