



# Shropshire and Wrekin Fire and Rescue Authority

## Complaint Form

### Your details

1. Please provide us with your name and contact details

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Daytime telephone:</b>	
<b>Evening telephone:</b>	
<b>Mobile telephone:</b>	
<b>Email address:</b>	

Your address and contact details will not usually be released unless necessary or to deal with your complaint.

However, we may tell the following people that you have made this complaint:

- the member(s) you are complaining about
- the monitoring officer of the authority

We may tell them your name and give them a summary of your complaint. We will give them full details of your complaint where necessary or appropriate to be able to deal with it. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 6 of this form.

2. Please tell us which complainant type best describes you:

- Member of the public
- An elected or co-opted member of an authority
- An independent member of the standards committee
- Member of Parliament
- Local authority monitoring officer
- Other council officer or authority employee
- Other (Please specify: \_\_\_\_\_)

3. Equality monitoring questions

**About you:**

To help us meet our duties under equality legislation and in line with the Authority's policy on equality and diversity please provide us with the following details.

You do not have to complete this section if you do wish to, but it may help us to monitor and improve our services if you do. Please answer any questions you feel comfortable with.

This information will not be passed to the person dealing with your report.

(please tick your response)

Are you? Male  Female

What age group are you? 0-11  12-17  18-24

25-39  40-64  65+

**Do you consider yourself to have a disability?**

Yes  No  Rather not say

**Do you belong to any particular religion or hold particular beliefs?**

Christian	<input type="checkbox"/>	No Religion	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Rather not say	<input type="checkbox"/>
Sikh	<input type="checkbox"/>	Other Religion	<input type="checkbox"/> (Please specify below)
Hindu	<input type="checkbox"/>	_____	

What is your ethnicity?

White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
White British		White and Black Caribbean		Indian		Caribbean		Chinese	
White Irish		White and Black African		Pakistani		African		Gypsy	
		White and Asian		Bangladeshi					
Any Other White background		Any other Mixed background		Any other Asian Background		Any other Black Background		Any other Ethnic Background	

### **Making your complaint**

- We aim to deal with your complaint as quickly as possible. From the date that we receive your complaint, our aim is for the Sub-Committee of the Standards Committee to have considered it within 20 working days.
- The Sub-Committee will consider your complaint in private. You will not be required to attend and the Councillor(s) who is subject to the complaint will not be present.
- The Sub-Committee, upon considering your complaint, could make the following decisions:-
  - To refer the Councillor who is subject to the complaint for training
  - To recommend that you as the complainant and the Councillor who is subject to the complaint take part in conciliation
  - That it is appropriate for the matter to be referred to the Standards Board for England
  - To refer the matter to the Monitoring Officer with any other direction they consider appropriate
  - That no further action is required
- We aim, within 5 working days of the decision being made by the Sub-Committee of the Standards Committee, to provide written notification of any decision to you, the Councillor(s) who is subject to your complaint, any other party as appropriate (for example, the Standards Board for England)

- If you have any queries during the process then please direct them to the Management Support Officer on 01743 260225 (email [lynn.ince@shropshirefire.gov.uk](mailto:lynn.ince@shropshirefire.gov.uk))

4. Please provide us with the name of the member(s) you believe have breached the Code of Conduct and the name of their authority:

Title	First name	Last name	Council or authority name

5. Please explain in this section (or on separate sheets) what the member has done that you believe breaches the Code of Conduct. If you are complaining about more than one member you should clearly explain what each individual person has done that you believe breaches the Code of Conduct.

It is important that you provide all the information you wish to have taken into account by the sub-committee when it decides whether to take any action on your complaint. For example:

- You should be specific, wherever possible; about exactly what you are alleging the member said or did. For instance, instead of writing that the member insulted you, you should state what it was they said.
- You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe.
- You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information.

Please provide us with the details of your complaint. Continue on a separate sheet if there is not enough space on this form.

**Only complete this next section if you are requesting that your identity is kept confidential**

6. In the interests of fairness and natural justice, we believe members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or the details of your complaint unless you have good reason to believe that providing this information would:
- put your personal safety at risk
  - be contrary to the public interest
  - in some way prejudice any investigation

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The sub-committee will consider the request alongside the substance of your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name even if you have expressly asked us not to.

Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:

### **Additional Help**

7. Complaints must be submitted in writing. This includes fax and electronic submissions. However, in line with the requirements of the Disability Discrimination Act 2000, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.

If you need any support in completing this form, please let us know as soon as possible.

We can also help if English is not your first language.

If you need any of this information in an alternative format or language, please contact our Equality and Diversity Officer on 01743 260236.