



# Shropshire and Wrekin Fire and Rescue Authority

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## Process for Complaining about Conduct and Standards of Behaviour of Members of the Fire and Rescue Authority

### What is happening?

From 8 May 2008 the procedure for making a complaint about the conduct of members of Shropshire and Wrekin Fire and Rescue Authority will change. New legislation which will become effective from 8 May 2008 will mean that if you have a complaint about the conduct of any member of the Fire and Rescue Authority, you should make that complaint to the Fire and Rescue Authority's Standards Committee.

Some of the key elements of the new system are set out below:-

- Complaints about the conduct of members of the Fire and Rescue Authority need to be sent in writing to the Fire and Rescue Authority's Standards Committee
- The Standards Committee will be chaired by an independent person
- Options available to the Standards Committee when considering the complaint include requesting a formal investigation, requesting that a particular member of the Authority undertakes further training and/or that conciliation take place between the member of the Fire Authority and the person who has made the complaint.
- The new systems will be regulated by the Standards Board for England who will receive regular reports from the Fire and Rescue Authority about complaints that have been made and will issue guidance in relation to the operation of the new system.

The Fire and Rescue Authority will be issuing further guidance on all aspects of the new arrangements after guidance from the Standards Board for England has been issued.

In the meantime, further information can be obtained from the Standards Board for England website at [www.standardsboard.gov.uk](http://www.standardsboard.gov.uk).

A copy of the Complaints Form will be available from 8 May 2008 by visiting the Fire and Rescue Authority's website at [www.shropshirefire.gov.uk](http://www.shropshirefire.gov.uk), by telephoning 01743 260225 or from reception at the Fire and Rescue Service Headquarters.