

**DEVON & SOMERSET FIRE & RESCUE AUTHORITY  
MEMBERS' CODE OF CONDUCT**

## COMPLAINT FORM

**NOTES:**

1. Please refer to the "Guide to Making a Complaint" when completing this form. This is available on the website ([www.dsfire.gov.uk](http://www.dsfire.gov.uk)) or on request from the Clerk to the Authority;
2. Your complaint must be submitted in writing – this includes fax and electronic submissions. If you have any questions or difficulties in filling out this form (e.g. if English is not your first language OR if you have a disability which makes writing/typing difficult), please contact the Clerk to the Authority on Exeter (01392) 872200 OR e-mail [membercomplaints@dsfire.gov.uk](mailto:membercomplaints@dsfire.gov.uk)

### About You

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>	

We will not usually reveal your address and contact details unless necessary or to deal with your complaint.

We will, however, normally disclose your identity to the Member/Independent Member about whom you are complaining. We will usually also provide such details of your complaint as necessary and 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. Please tell us which one of the following categories, recommended by the Commission for Racial Equality, best describes your ethnic origin. If you feel the choices do not provide a suitable option, please write down how you would describe your ethnic origin:

WHITE			MIXED				ASIAN OR ASIAN BRITISH				BLACK OR BLACK BRITISH			Chinese	Other (please describe)
British	Irish	Other White Background	White and Black Caribbean	White and Black African	White and Asian	Other Mixed Background	Indian	Pakistani	Bangladeshi	Other Asian Background	Caribbean	African	Other Black Background		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### **Making your complaint**

Please refer to the "Guide to Making a Complaint". This gives information on what you can and cannot complain about and what will happen to your complaint once it is received.

4. Please provide us with the name of the Member(s)/Independent Member(s) you believe have breached the Authority's approved Members' Code of Conduct:

Title	First name	Last name

5. Please explain in this section (and/or on separate sheets) what the Member(s)/Independent Member(s) has/have done that you believe breaches the Authority's approved Members' Code of Conduct. If you are complaining about more than one Member/Independent 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 Assessment 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/Independent Member said or did. For instance, instead of writing that the Member/Independent 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**

*In the interests of fairness and natural justice, we believe Members/Independent 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 one of the criteria as set out in Section 5 of the "Guide to Making a Complaint" applies.*

*Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The assessment 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 (you should refer to Section 5 of the "Guide to Making a Complaint" leaflet for the criteria that may apply **and** give evidence of why you feel that one or more of these criteria may apply:

**Where to send you completed Form and Supporting Evidence to**

*You should submit your completed form, together with all supporting evidence, to:-*

The Clerk  
Devon and Somerset Fire and Rescue Authority  
Service Headquarters  
The Knowle  
Clyst St. George  
EXETER EX3 0NW  
e-mail: [membercomplaints@dsfire.gov.uk](mailto:membercomplaints@dsfire.gov.uk)  
fax: (01392) 872300