



Fire Safety Public Guidance Note - Complaints about Fire Safety Standards

1. Introduction.

1.1. This guidance is provided to assist, businesses and members of the public and is intended to clearly set out the standards and values that will be applied in this matter.

2. Making a Complaint

2.1. Members of the public may have concerns or complaints regarding the standards of fire safety that they find in premises in which they work or they visit.

2.2. The fire and rescue authority take these matters seriously and will investigate the nature of the complaint.

2.3. A record will be made of the complaints about fire safety standards. Arrangements will be made for an inspection to be carried out within 24 hours.

2.4. Members of the public are advised register a complaint either:

- By telephone using the number listed in the Telephone Directory, North Yorkshire Fire and rescue Service Safety Advice Line 01609 780150.
- By post to North Yorkshire Fire and Rescue Service, Alverton Court, Crosby Road, Northallerton, DL6 1FE.
- Online following the link on North Yorkshire Fire and Rescue service homepage.

[Concerns about fire safety form - North Yorkshire Fire & Rescue Service
\(northyorksfire.gov.uk\)](http://northyorksfire.gov.uk)

2.5. The person making the complaint will receive a letter within five working days from the fire safety inspector visiting the premises, explaining in broad terms how the complaint has been dealt with (unless the complaint was received anonymously).

This is the internet version of this document. If you are a member of NYFRS staff please use the intranet version.