

Lancashire Fire and Rescue Service

Appeals, Challenges and Complaints Procedures

In all your dealings with us you can expect an efficient and professional service; and while we aim to carry out all our activities in a way that supports you to provide safety to people in case of fire, we will also help you if you encounter problems or if we get it wrong. We are always willing to discuss why we have acted in a particular way or made particular requirements. If you think we have (in some way) got it wrong for you, we would like to know, and this document tells you how to go about it.

There are two ways you could be unhappy with us helping you to be safe in case of fire; either:

- You don't think that the safety measures that we have suggested are the right solution for you and you want to challenge them; or
- You don't think that we have treated you in an appropriate way, according to our published service standards and you want to complain.

Complaining about our service

If you have a complaint, the first thing to do is to let us know that you are unhappy by contacting the officer concerned. In most cases, we will be able to address your dissatisfaction so that you don't feel that you need to take it further. If you do, we manage complaints about our service through our corporate complaints procedure.

Challenging other advice, actions or decisions - Non Statutory Notices

We are always willing to discuss with you why we have acted in a particular way or made particular requirements of you.

In cases other than statutory notices, you can challenge our advice, actions or decisions by following the route to appeal by contacting the officer concerned. If your concerns are not adequately addressed your concern can be raised with the Team Leader in Fire Safety.

If you are still not satisfied, a formal complaint can be made to the Senior Fire Safety Officer at Lancashire Fire Service Headquarters.

If you are unclear or unhappy about any of our advice or decisions and you are involved in a partnership under the Primary Authority scheme, you should contact your primary authority who can take up the matter on your behalf.

When we are not able to resolve your issues, you can make use of our corporate complaints procedure.

If, having used our corporate complaint process, you are still not satisfied, you can contact the Local Government Ombudsman (LGO), who may be able to help, the Public Services Ombudsman, or the Scottish Public Services Ombudsman for England/Wales/Scotland respectively. It is a free service.

Standard terms and definitions

Fire Resisting - Fire Resistance: The ability of a component or construction of a building to satisfy, for a stated period of time, some or all of the appropriate criteria specified in the relevant British Standard.

Intumescent Strips: A strip of material placed along the door edges (excluding the bottom edge), or frame, that will react to heat by expanding to form a seal to the passage of hot gases and flame.

Smoke Seal: A flexible strip of material (often used in conjunction with an intumescent strip) placed along the door edges or frame to limit the spread of cold smoke during the early stages of a fire.

Self-Closing Device: A device, which is capable of closing the door from any angle and against any latch, fitted to the door.

Automatic Door Release: A device, linked to (or operated by the sound of) the fire alarm system, that when fitted to a fire resisting self-closing door, enables it to be held open during normal working conditions.

Emergency Escape Lighting: That part of the emergency lighting system provided for use when the electricity supply to the normal lighting fails so as to ensure that the means of escape can be safely and effectively used at all times.

Fire Warning System: A means of alerting people to the existence of a fire. (See automatic fire detection system).

Automatic Fire Detection System: A means of automatically detecting the products of a fire and sending a signal to a fire warning system.