

## **North Yorkshire Fire & Rescue Service Complaints About Fire Safety Standards Policy**

### **1.0 INTRODUCTION**

The North Yorkshire Fire and Rescue Authority recognises that fire safety standards are designed to reduce the number of fires, fire related deaths and injuries, and minimise the personal, economic, environmental, and social impacts within the community.

Consequently, complaints concerning fire safety standards should be dealt with promptly and appropriately according to the circumstances of the case.

### **2.0 POLICY**

North Yorkshire Fire and Rescue Authority have mechanisms in place to receive and react to complaints about standards of fire safety.

All complaints will be carefully investigated and every reasonable effort made to determine if the complaint is justified.

The investigation of a complaint concerning fire safety standards will take place within 24 hours.

When inappropriate standards of fire safety are found during the investigation of a complaint the North Yorkshire Fire and Rescue Authority will address the issue using statutory powers available and in line with its enforcement policies, national best practice, and the principles and guidance in the the Regulators' Compliance Code and the 'Enforcement Management Model' (EMM) issued by the Health and Safety Commission.