



## Tasmania Fire Service

## TFS Compliments and Complaints Process

*If you are deaf, or have a hearing impairment or speech impairment, contact us through the [National Relay Service](#).*

### COMPLIMENTS

We are pleased to hear about positive experiences with our services or members, and we always bring it to the notice of the members concerned.

To submit a compliment in writing, either:

Address correspondence to:  
Chief Officer  
Tasmania Fire Service  
GPO Box 1526  
HOBART TAS 7001

Or Email: [fire@fire.tas.gov.au](mailto:fire@fire.tas.gov.au)

### COMPLAINTS

#### *Formal Complaint Options*

To submit a complaint in writing, either:

Address correspondence to:  
Chief Officer  
Tasmania Fire Service  
GPO Box 1526  
HOBART TAS 7001

Or Email: [fire@fire.tas.gov.au](mailto:fire@fire.tas.gov.au)

#### *What information is required?*

When making a complaint you should provide Tasmania Fire Service with as much detail as possible to help us respond appropriately to the complaint.

You can make a complaint anonymously, however, remaining anonymous means that investigative options may be hindered, and Tasmania Fire Service will not be able to advise you of the outcome of your complaint.

Most complaints are made in good faith. However, if you make a complaint that you know to be false, or intentionally leave information out of your complaint so that it is false or misleading, it may amount to a false complaint. False complaints waste public resources and can unfairly damage the reputation of individuals and the Tasmania Fire Service.

#### **When submitting a complaint, you should include:**

- your name and contact details (unless you wish to remain anonymous)
- a detailed description of the matter being reported
- date, time and location of the incident
- the names of people involved, or who could otherwise assist us to resolve your complaint



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- the names (if known) of the Tasmania Fire Service members involved
- details of any documents, records, witnesses etc. that may assist in the management of your complaint
- what it is you would like to achieve by making your complaint, and
- any other information you consider relevant.

### *How will Tasmania Fire Service manage your complaint?*

Once received, your complaint will be assessed to determine how it should be managed.

The options available to resolve the complaint range from conciliation through to the completion of a formal investigation and include not taking any action.

Tasmania Fire Service will communicate with you in respect of the intended course of action.

If there are any potential breaches of legislation involved, the matter may be referred to Tasmania Police for investigation.

### *What you can expect from Tasmania Fire Service?*

Once you have made your complaint to Tasmania Fire Service, in line with our Service Charter, we will:

- advise you of the receipt of your complaint and how we intend to manage it
- keep you advised of the progress of our management of your complaint, including anticipated timeframes, and
- advise you of the action taken and outcome in respect of the complaint.

### *What does Tasmania Fire Service expect of you?*

Tasmania Fire Service may elect not to receive or take a complaint from you if you demonstrate any of the following:

- abusive or threatening behaviour
- causing damage to Tasmania Fire Service property, and/or
- offering or threatening physical violence to Tasmania Fire Service members.

Once your complaint is made, in order to enable effective management of your complaint, Tasmania Fire Service requires you to show respect, and cooperate with all reasonable requests in respect of the management of your complaint.



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### Alternative Options

Complaints against Tasmania Fire Service can also be directed to the Ombudsman and the Integrity Commission. The Ombudsman and the Integrity Commission also have the ability to review the way Tasmania Fire Service has handled the complaint, to ensure it has been managed appropriately.

### The Ombudsman

The role of the Ombudsman is to investigate the administrative actions of public authorities to ensure their actions are lawful, reasonable and fair. The Office of the Ombudsman work in an independent, impartial and objective way to resolve complaints and to address systemic problems in order to improve the quality and standard of Tasmanian public administration. Further information on making a complaint to the Ombudsman is available on the [Ombudsman Tasmania website](#).

### The Integrity Commission

The Integrity Commission is an independent body established on 1 October 2010 to improve the integrity of government and public authorities in Tasmania, with the overall aim of enhancing community trust and confidence in the system of government. Further information on making a complaint to the Integrity Commission is available on the [Integrity Commission website](#).