

If you believe that a Member has breached a provision of the Code you may make a complaint by either:

1. Using the e-complaint form on the CFA's web site:
www.leicestershire-fire.gov.uk/cfa/ or
2. Completing and returning the complaints form available for download from the website or
3. Completing and returning the complaints form available from Information Management. You can request a form either in person or by post from
**Leicestershire Fire and Rescue Service HQ, Anstey Frith,
Leicester Road, Glenfield, Leicester LE3 8HD**
or by telephone on **0116 287 2241**
or by e mail to **infomanagement@lfrs.org**

If you are unable to complete the form without assistance (e.g. due to a disability) you should contact Information Management who will help you to do so.

A Guidance Note on how your complaint will be dealt with is also available on the website and from Fire and Rescue Service HQ.



Complaints Against Members of The Combined Fire Authority

Leicestershire Fire and Rescue Service
Anstey Frith, Leicester Road, Glenfield Leicester LE3 8HD
Telephone: 0116 287 2241 Fax: 0116 231 1180
www.leicestershire-fire.gov.uk

**LEICESTER, LEICESTERSHIRE & RUTLAND
COMBINED FIRE AUTHORITY**

Every Member of the Combined Fire Authority (CFA) whether elected councillor or independent member is bound to follow the Code of Conduct that was adopted by the CFA on 27th June 2007.

The Government has laid down 10 principles of public service that guide the conduct of Members:

1. **Selflessness**
Members should serve only the public interest and should never improperly confer an advantage or disadvantage on any person.
2. **Honesty and Integrity**
Members should not place themselves in situations where their honesty and integrity may be questioned, should not behave improperly and should on all occasions avoid the appearance of such behaviour.
3. **Objectivity**
Members should make decisions on merit, including when making appointments, awarding contracts, or recommending individuals for rewards or benefits.
4. **Accountability**
Members should be accountable to the public for their actions and the manner in which they carry out their responsibilities, and should co-operate fully and honestly with any scrutiny appropriate to their particular office.
5. **Openness**
Members should be as open as possible about their actions and those of their Authority, and should be prepared to give reasons for those actions.
6. **Personal judgment**
Members may take account of the views of others, including their political groups, but should reach their own conclusions on the issues before them and act in accordance with those conclusions.
7. **Respect for others**
Members should promote equality by not discriminating unlawfully against any person, and by treating people with respect, regardless of their race, age, religion, gender, sexual orientation or disability. They should respect the impartiality and integrity of the Authority's statutory officers, and its other employees.

8. **Duty to uphold the law**
Members should uphold the law and, on all occasions, act in accordance with the trust that the public is entitled to place in them.
9. **Stewardship**
Members should do whatever they are able to do to ensure that their Authority uses their resources prudently and in accordance with the law.
10. **Leadership**
Members should promote and support these principles by leadership, and by example, and should act in a way that secures or preserves public confidence.

The Code of Conduct applies to Members when they are acting in their official capacity and to criminal offences committed in particular circumstances.

The Code sets out the following:

At all times Members must:

- Treat others with respect
- Must comply with the law on equalities
- Not bully any person
- Not intimidate any person involved in a complaint under the Code
- Not compromise the impartiality of the officers of the CFA
- Not disclose confidential unless authorised under the Code to do so
- Not prevent another person from gaining access to information to which they are entitled
- Not bring their office or the CFA into disrepute
- Not use their position improperly
- Not use the CFA's resources for personal or party political ends
- Declare all personal and prejudicial interests in matters being considered by the CFA as set out in the Code
- Complete and keep up to date their entry in the Register of Members' Interests.